

ANALYSIS OF THE IMPACT OF WORKLOAD AND WORK STRESS ON JOB SATISFACTION WITH MOTIVATION AS INTERVENING VARIABLE

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Abstract: This study aims to analyze the impact of workload and work stress on job satisfaction with the motivation of a solution to the intervention of the nurse team covid-19 Maluku Southeast. Data collection was carried out through the distribution of questionnaires to 33 nurses. As for the method used in this study, there are modeling research methods using partial analysis tools at least square. The findings of this study are: The workload is not proven to have a negative and significant effect on motivation, work stress is not proven to have a negative but significant impact on motivation, the workload is not proven to have a negative and significant impact on job satisfaction, the work stress is proven to have a negative but insignificant effect on job satisfaction, the motivation proven to have a positive and significant impact on job satisfaction, Workloads have not proved to affect work satisfaction through motivation, work stress has proved to affect work satisfaction through motivation. The author suggests that research on job satisfaction can use variables other than workload, job stress, and motivation to reveal other contributions outside of these variables.



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Job satisfaction is an essential factor for a company or organization because employees feel satisfied expected to work at full capacity and increase their productivity. Job satisfaction can shape positive employee attitudes and behavior towards their work. Employees will feel satisfied at work if aspects of their work and as-

pects of themselves support and vice versa if these aspects do not support, employees will feel dissatisfied (Mangkunegara, 2017). Workload, high stress coupled with low motivation will cause dissatisfaction. The level of job satisfaction in each individual is different because job satisfaction can be influenced by various factors, including workload, work stress, and motivation. According to Rahmawati and Kurnia (2017), the workload is the ability of the employee's body to accept work. Every job certainly has a consequence of workload. A small workload will certainly lead to employee satisfac-

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tion. If the workload borne by an employee is too heavy, it will undoubtedly result in an obstacle to work.

The next factor that can affect job satisfaction is job stress. Job stress is a situation that may be experienced by humans in general and employees, particularly in the company. Stress is caused when someone does something that is not under their conscience, but their conscience cannot refuse it so that there is strong self-contradiction or contra with their inner self (Fahmi, 2017). Apart from workload and work stress, motivation factors also affect job satisfaction. Motivation is encouragement from both others to do a job consciously and enthusiastically to achieve specific targets (Sutrisno, 2017).

RSUD Karel Sadsuitubun, is a covid-19 referral hospital in Southeast Maluku. The government strives to improve employee performance and hospital facilities and infrastructure in dealing with Covid-19 patients. Coronavirus disease 2019 or Covid-19 is a new type of Coronavirus that has a physical impact and severe effects on a person's mental health (Salari et al., 2020). So far, many of us have focused more on people's mental health in the face of the Covid-19 pandemic. The mental health conditions of health workers are no less important. A pandemic can cause psychological pressure for health workers, anxiety, fear, stress, and depression. Moreover, this is coupled with a high workload and low motivation.

For the Covid-19 Nurses Team, often experience moderate to heavy workloads, nurses are required to communicate with patients, especially to prepare mentally and spiritually while undergoing treatment in isolation rooms. Nurses must also handle physical burdens such as lifting patients, bathing the patient, taking care of the patient's needs, record the patient's progress in the room, and nurses are also required to always be on time in administering the drug. Nurses have to change shifts three times, with the number of working hours according to the standard, namely 8 hours. Sometimes in the following shifts, if there is a covid-19 nurses team who has problems, then one of the covid-19 them in the previous shift has to work extra or overtime to replace their friend.

Stress Management during the Covid-19 Pandemic, nurses' emotions, thought processes, and physical conditions, where the pressure comes from the work environment in which the individual is located. The duty of the Covid-19 nurse team is quite challenging. On the one hand, a nurse must carry out tasks related to the patient's survival she is taking care of. On the other hand, the psychological state of the nurse herself must also be maintained to face the various personalities of the patient. This condition causes stress so that a nurse can easily experience work stress. A pandemic situation that is uncertain when it will end, working hours and high workloads make nurses feel depressed, related to low work motivation and decreased job satisfaction levels.

Some studies prove that workload, work stress, and motivation partially affect job satisfaction. Employees who have a high workload and work stress can directly affect job satisfaction (Suartana and Dewi, 2020), and work motivation will affect employee performance (Angreni and Ardana, 2020). In another study, workload and work stress negatively affect job satisfaction (Safitri and Astutik, 2019). More research is needed to prove whether workload and work stress affect job satisfaction mediated by work motivation.

The benefits of this research for Karel Sadsuitubun Hospital are expected so that the results of this study are used as evaluations and considerations, and inputs to maintain job satisfaction for the sake of improving better employee performance.

This study aims to find out the influence of workload, work stress, and motivation on the job satisfaction of the Covid-19 Nurse Team of Southeast Maluku. In addition, this study also aims to find out the direct and indirect influence of workload and work stress through work motivation on the job satisfaction of the Covid-19 Nurse Team of Southeast Maluku.

LITERATURE REVIEW

Work Load

According to Meshkati in Tarwaka (2015), the workload can be defined as a difference between

the capacity or ability of workers and the job demands that must be faced. Considering that human work is both mental and physical, each has a different level of burden. The load level that is too high results in excessive energy use and overstresses; on the other hand, the loading intensity is too low to allow boredom and boredom or under stress.

Work Stress

Job stress is a feeling of pressure experienced by employees in facing work. This work stress can be seen from Symptoms, including unstable emotions, feeling uneasy, like being alone, having trouble sleeping, being unable to relax, anxious, tense, nervous, increased blood pressure, and experiencing digestive disorders (Mangkunegara, 2017).

Motivation

Motivation is a driving force driving a person to behave in a certain way that can arise from within or outside the individual. Motivation is encouragement from both others to do a job consciously and enthusiastically to achieve specific targets (Sutrisno, 2017).

Job Satisfaction

Mangkunegara (2017) job satisfaction is a feeling that encourages employees to relate to work and conditions. Feelings involving work aspects such as salary, career development opportunities, relationships with other employees, while feelings that involve him include age, health condition, education, and ability.

HYPOTHESIS DEVELOPMENT

H1: Workload has a negative and significant effect on motivation.

According to Rahmawati and Kurnia (2017), the workload is the ability of the employee’s body to accept work. The workload received by employees must be following the physical and psychological abilities of the employee who are given responsibility for the job or according to the worker’s standard of ability. In general, the influence of workload on motivation has a negative effect. Suppose the worker feels that the workload is too high and beyond their ability, it will be the cause of the decrease in motivation. That is also supported by previous research (Semaksiani et al., 2019) and (Layuk et al., 2019), suggesting that workload has a negative and significant effect on motivation.

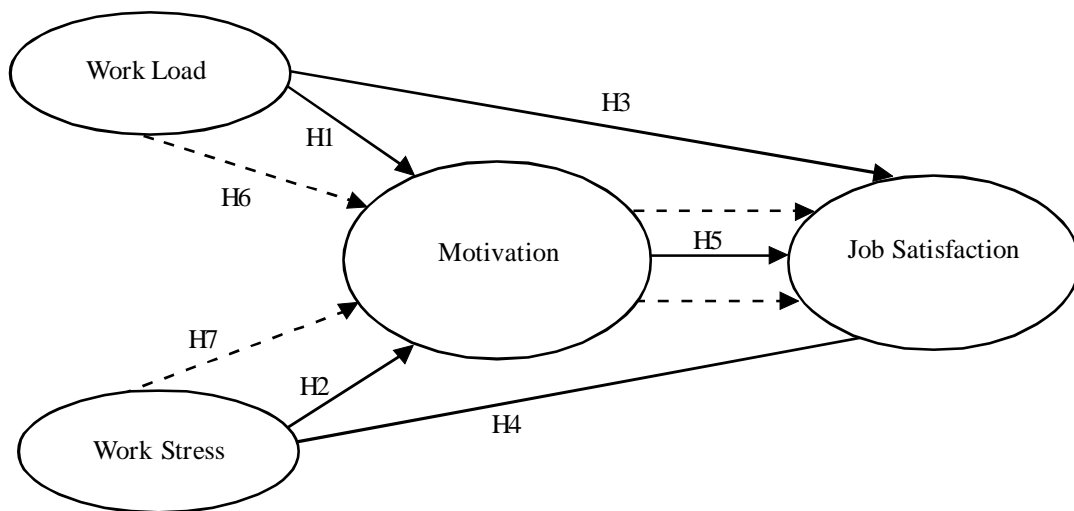


Figure 1. Conceptual Framework

H2: Job Stress has a Negative and Significant Effect on Motivation.

According to Hasibuan (2020), work stress is a condition of tension that affects a person's emotions, processes, thinking, and conditions. In the world of work, excessive stress can disrupt the employee motivation stage, but if the stress stage is too low, this can also cause the employee's lack of enthusiasm to work. Therefore, every organization/company needs to pay attention to the stress and stress control stage so that the stress that occurs can motivate a driver in improving performance. Previous research by (Yasa and Dewi, 2019) and (Sumaryo et al., 2015) stated that job stress has a negative effect on work motivation.

H3: Workload has a negative and significant effect on job satisfaction

Workload means that each employee carries out the work task entrusted to do and is accounted for following their abilities and abilities so that work effectiveness will be successful. If the workload given is high or exceeds the capacity limit of the employees, it will have a negative impact resulting in a decrease in job satisfaction. That is supported by several previous studies which concluded that workload has a negative effect on job satisfaction, such as research conducted by (Suartana and Dewi, 2020), (Safitri and Astutik, 2019), and (Novita and Kusuma, 2020).

H4: Job Stress has a Negative and Significant Effect on Job Satisfaction

Stress arises from a lack of balance between the desire and the ability to fulfill it, creating an essential frequency for them. Stress can have a negative impact on an individual's behavior and health. In addition, job stress also has a negative relationship with job satisfaction. That is also supported by several previous studies which concluded that work stress has a negative and significant effect on job satisfaction, such as research conducted by Suartana and Dewi (2020), Safitri and Astutik (2019), and Tentama et al. (2019).

H5: Motivation has a Positive and Significant Effect on Job Satisfaction

According to Mangkunegara (2017), motivation is a condition that moves employees to achieve the goals of their motives. Motivation is a driving force so that someone does a job if he has the motivation to do the job. Job satisfaction will be obtained if employees do work according to their motivation and succeed in achieving targets. That is supported by previous research conducted by Angreni and Ardana (2020), Yasa and Dewi (2019), and Mubaroghah and Yusuf (2020), which states that motivation has a positive and significant effect on job satisfaction.

H6: Effect of Workload on Job Satisfaction through Motivation

Workload not only has a direct effect on job satisfaction, but it can also affect job satisfaction mediated by motivation. Excessive workload on an individual can reduce job satisfaction because each individual has a limited work capacity and needs adequate rest time. However, motivation can reduce the workload. High work motivation will make employees more active at work. Conversely, with low work motivation, employees do not have work enthusiasm. The role of motivation in work is very important because motivation can improve employee performance and make employees feel satisfied with their work.

H7: The Effect of Stress on Job Satisfaction through Motivation

High work stress on employees can lead to reduced job satisfaction in employees. Employees need strong motivation to be willing to carry out work with enthusiasm, passion, and dedication. Meanwhile, the indirect effect of job stress on job satisfaction through motivation shows that even though work stress is supported by high motivation, it will increase job satisfaction. Following the results of research by Yasa and Dewi (2019), it is found that motivation can mediate the effect of job stress on job satisfaction.

METHOD

The approach in this research is quantitative research, by looking at the relationship between variables and objects, which is causal research. The population in this study is the Covid-19 Nurse Team of Southeast Maluku, with 33 respondents. Because the population numbered 33 respondents, the census method is used to capture the entire population as respondents, where all 33 Covid-19 Nurses Team were designated as respondents.

The variables in this study are divided into three groups of variables, such as exogenous variables (independent), endogenous variables (dependent), and mediating variables (intervening). The exogenous variables are workload and work stress. The endogenous variable is job satisfaction, and the mediating variable is motivation.

The data collection technique used in this study was a questionnaire (closed questionnaire with a Likert scale of 5). The data reliability test used the validity test and the data reliability test with the help of the SPSS 25 software program.

The analysis technique in this research is descriptive analysis and inferential analysis. Descriptive analysis is a statistic used to analyze data by describing the data collected as it is without intending to make conclusions that apply to generalization. Analysis of inferential using Partial Least Square (PLS), namely variance-based SEM, with SmartPLS 3.2.8 software.

OPERATIONAL DEFINITION

Work Load

Workloads are tasks given to labor to be completed at a certain time using the skills and potential of the workforce.

- 1) Working Conditions are the conditions for the Covid-19 Team Nurse in doing their work, where the nurse understands how the work is carried out.
- 2) Use of Working Time is a condition of using working time following the SOP by the Covid-19 Team Administrator to minimize workload.
- 3) The target that must be achieved is a situation requiring the Covid-19 Team Nurse to work

quickly to address the complaints of Covid-19 patients to achieve the recovery target.

Stress of work

Job stress is a condition of employees who experience psychologically or psychologically in dealing with a problem or job that can hinder employee performance

- 1) The duty demands are the obligation of the Covid-19 Team Nurse in carrying out their duties, be it using PPE for a long time, working in a room that is prone to disease and so on.
- 2) Role demands are demands for a Covid-19 Team nurse to carry out their duties, namely providing nursing care according to professional standards and performing nursing actions according to the procedure.
- 3) Interpersonal demands are pressures caused by co-workers, such as a lack of social support from the Covid-19 nurse Team and bad interpersonal relationships.

Work Motivation

Motivation is a process that encourages or influences someone to get or achieve what he wants, either positively or negatively. Motivation will give a person change that arises from feelings, souls, and emotions to encourage action due to these needs, desires, and goals.

- 1) Physiological needs, namely the needs of the Covid Nurses Team for eating, drinking, physical protection.
- 2) The need for security, namely the need for the Covid Nurse Team to protect against threats, dangers, conflicts such as tantrums from the patient's family and so on.
- 3) The need to feel ownership, namely the need for the Covid Nurse Team to be accepted by fellow colleagues in interacting, and the need to love and be loved.
- 4) The need for self-esteem, namely the need for the Covid Nurse Team to be respected and appreciated by others, be it fellow colleagues or patients and the patient's family
- 5) The need for self-actualization, namely the need

for the Covid Nurse Team to use their abilities, skills and potential in caring for Covid-19 patients.

Job Satisfaction

Job satisfaction is a feeling at work satisfaction that can be seen from employee interaction with their work environment.

- 1) Satisfaction with the job itself is a sense of satisfaction with her job as a Covid-19 nurse Team because she can learn and be responsible for her job as a covid nurse team.
- 2) Satisfaction with salary is a feeling of satisfaction with the wages you get because it is comparable to her job as a Covid-19 Nurse Team.
- 3) Satisfaction with superiors' attitudes is a sense of satisfaction with superiors because superiors can provide motivation, support, and assistance to nurses in carrying out their duties as Covid-19 Nurses Team.
- 4) Satisfaction with colleagues is a sense of satisfaction because colleagues can provide motivation, assistance, and support to colleagues in carrying out their duties as Covid-19 Nurses Team.

RESULTS

Characteristics of Respondents

Based on Table 1. There are four aspects of respondent characteristics, such as gender, period of working (years), age, and latest education. 33 questionnaires were distributed and returned as many as 33 questionnaires. Respondents with female gender, work period 1-3 years, age 22-27 years, and the last education D3 which dominate were 72.7%, 100%, 48.5%, 57.6%.

Instrument Test Results

Based on Table 2. It can be seen that the statement items X1.2 and X1.7 are declared invalid because the calculated r-value is below the r table value, namely: 0.344. The other is declared valid for measuring items because the calculated r-value is above the r table value, 0.344.

Table 1. Characteristics of Respondents

Characteristics of Respondents	Amount	
	People	Percentage (%)
Gender		
Male	9	27,3
Female	24	72,7
Total	33	100
Period of working		
3-6 months	0	0
1-3 years	33	100
3-5 years	0	0
>5 years	0	0
Total	33	100
Age		
18-22 years	0	0
22-27 years	16	48,5
27-32 years	15	45,5
>32 years	2	6,1
Total	33	100
Latest Education		
D3	19	57,6
S1	14	42,4
S2	0	0
Total	33	100

Source : Primer Data 2021

Table 2. Validity and Reliability Test Results of Workload Variables

Variable/ Statement	Total Correlation	Note
X1.1	0,530**	Valid
X1.2	0,225	Invalid
X1.3	0,791**	Valid
X1.4	0,654**	Valid
X1.5	0,525**	Valid
X1.6	0,724**	Valid
X1.7	0,235	Invalid
X1.8	0,431*	Valid

Source : Primer Data 2021

Table 3. Validity and Reliability Test Results of Work Stress Variables

Variable/ Statement	Total Correlation	Note
X2.1	0,722**	Valid
X2.2	0,737**	Valid
X2.3	0,773**	Valid
X2.4	0,683**	Valid
X2.5	0,822**	Valid
X2.6	0,727**	Valid
X2.7	0,526**	Valid
X2.8	0,654**	Valid
X2.9	0,684**	Valid
X2.10	0,704**	Valid
X2.11	0,757**	Valid
X2.12	0,534**	Valid
X2.13	0,903**	Valid
X2.14	0,653**	Valid
X2.15	0,730**	Valid

Source : Primer Data 2021

Based on Table 3. It can be seen that all measuring items are declared valid because the calculated r-value is above the r table value, namely: 0.344.

Table 4. Validity and Reliability Test Results of Motivation Variables

Variable/ Statement	Total Correlation	Note
Y2.1	0,586**	Valid
Y2.2	0,266	Invalid
Y2.3	0,768**	Valid
Y2.4	0,557**	Valid
Y2.5	0,394*	Valid
Y2.6	0,812**	Valid
Y2.7	0,825**	Valid
Y2.8	0,775**	Valid

Source : Primer Data 2021

Based on Table 4. It can be seen that the statement items Y2.2 are declared invalid because the calculated r-value is below the r table value, namely: 0.344. The other is declared valid for measuring items because the calculated r-value is above the r table value, 0.344.

Table 5. Validity and Reliability Test Results of Job Satisfaction Variables

Variable/ Statement	Total Correlation	Note
Y1.1	0,363*	Valid
Y1.2	0,430*	Valid
Y1.3	-0,002	Invalid
Y1.4	0,482**	Valid
Y1.5	0,818**	Valid
Y1.6	-0,108	Invalid
Y1.7	0,492**	Valid
Y1.8	0,747**	Valid

Source : Primer Data 2021

Based on Table 5. It can be seen that the statement items Y1.3 and Y1.6 are declared invalid because the calculated r-value is below the r table value, namely: 0.344. The other is declared valid for measuring items because the calculated r-value is above the r table value, 0.344.

Table 6. Instrument Reliability Test Results

Variable	Cronbach's alpha	Note
Work Load (X1)	0,732	Reliable
Work Stress (X2)	0,765	Reliable
Motivation (Y2)	0,760	Reliable
Job Satisfaction (Y1)	0,743	Reliable

Source : Primer Data 2021

Based on Table 6, it can be seen that the four research variables, namely workload, work stress, motivation, and job satisfaction, have a Cronbach's Alpha coefficient greater than 0.7 so that all of these statements meet the reliability requirements.

Hypothesis Test

The significance of the estimated parameters provides very useful information about the relationship between the research variables. Below are the results of hypothesis testing using SmartPLS:

Hypothesis Test

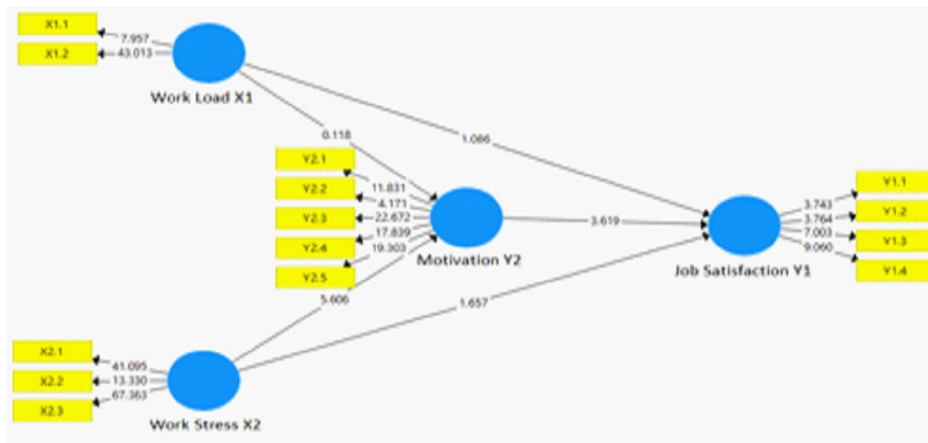


Figure 2. Bootstrapping Model After Indicator Test

Table 7. Hypothesis Test Results

Hypotesis	Coefficient	P-Value	Note
H1. Work load → motivation	0,017	0,906	unproved
H2. Work stress → motivation	0,851	0,000	unproved
H3 Work load → Work satisfaction	0,204	0,278	unproved
H4Work stress → Work Satisfaction	-0,553	0,098	unproved
H5Motivation → Work satisfaction	0,971	0,000	proved

Source : Calculate Model, Table Path Coefficient

Hypothesis I: Workload on Motivation

The results of the first hypothesis test show that the relationship between the workload variable and motivation shows the parameter coefficient value of 0.017 and P value > 0.05, which is equal to 0.906. That shows that the workload variable is not proven to have a negative and significant effect on the motivation variable. Thus it is said that hypothesis I is rejected.

Hypothesis II: Job Stress on Motivation

The results of testing the second hypothesis show that the relationship between the variable work stress and motivation shows the parameter coefficient value of 0.851 and P Value > 0.05, equal to 0.000. That shows that the job stress variable is not proven to have a negative but significant effect on the motivation variable. Thus it is said that hypothesis II is rejected.

Hypothesis III: Workload on Job Satisfaction

The results of testing the third hypothesis show that the relationship between the workload variable and job satisfaction shows the parameter coefficient value of 0.204 and P Value > 0.05, equal to 0.278. That shows that the workload variable is not proven to have a negative and significant effect on the job satisfaction variable. Thus it is said that hypothesis III is rejected.

Hypothesis IV: Job Stress on Job Satisfaction

The results of testing the fourth hypothesis show that the relationship between job stress and job satisfaction shows that the parameter coefficient value is -0.553 and P value > 0.05, which is 0.098. That shows that the job stress variable is proven to have a negative but insignificant effect on the job satisfaction variable. Thus it is said that hypothesis IV is rejected.

Hypothesis V: Motivation on Job Satisfaction

The results of testing the fifth hypothesis show that the relationship between the motivation variable and job satisfaction shows the parameter coefficient value of 0.971 and P value > 0.05, equal to 0.000. That shows that the motivation variable is proven to have a positive and significant effect on the job satisfaction variable. Thus it is said that hypothesis V is accepted.

Model, Specific Indirect Effects

Hypothesis V: Workload on Job Satisfaction through Motivation

The results of testing the sixth hypothesis indicate that the relationship between the workload variable and job satisfaction through motivation shows that the parameter coefficient value is 0.016 and P value > 0.05 is 0.906. That shows that the workload variable is not proven to affect the job satisfaction variable through motivation. Thus it is said that hypothesis VI is rejected.

Hypothesis V: Job Stress on Job Satisfaction through Motivation

Seventh hypothesis testing results show that the relationship between job stress and job satisfaction through motivation shows that the parameter coefficient value is 0.827 and P value > 0.05 is 0.003. That shows that the variable job stress is proven to affect the job satisfaction variable through motivation. Thus it is said that hypothesis VII is accepted.

DISCUSSION

Hypothesis I Workload has a negative and significant effect on motivation

The results showed that H1, which states that workload has a negative and significant effect on

motivation, is rejected. That shows that there is a positive relationship between workload and motivation but not significant. Meaning that the workload given to nurses of the covid-19 team does not affect the motivation of nurses because motivation is obtained from other things such as physiological needs that have been met (food needs and incentives). The need for a sense of security obtained from the hospital (job safety has been well considered) and the need for self-actualization (the hospital provides training to improve job skills). The results of this study are in line with the results of Ningsih (2017), which states that workload does not affect motivation.

That is different from the research conducted by Semaksiani et al (2019), Rusmiati et al. (2021), and Layuk et al. (2019) stated that workload has a negative and significant effect on motivation. The difference in the results of previous studies with current research is that the current study uses several indicators that were not used in previous studies. First, I had direct contact with covid patients continuously. Second, enough rest. Third, the patient's demands are not much. And also the spread of respondents' answers that are too common to choose neutral answers and agree.

Hypothesis II Job Stress has a negative and significant effect on motivation

The results showed that H2, which states that work stress has a negative and significant effect on motivation, is rejected. This shows that there is a positive relationship between work stress and motivation. A positive relationship suggests that it is possible that the nurse's work stress has not been at an excessive stage so that the effect is positive on motivation. Because work stress is in normal conditions can spur nurses to be more motivated in work.

Table 8. Result of Intervening Test

Hypotesis	Coefficient	P-Value	Note
H6 Work load → Motivation → Work satisfaction	0,016	0,906	Unproved
H7 Work stress → Motivation → Work satisfaction	0,827	0,003	Proved

Source: Calculate Model, Specific Indirect Effects

Work stress does not always have a negative effect because many other factors can affect motivation. The effect of work stress on motivation also depends on each individual's perception in the face of a problem. Sometimes there are individuals who, when faced with high work stress, become challenged to solve it to motivate them to work. The results of this study are in line with the results of Adriana et al. (2020) and Sari et al. (2015) state that work stress has a significant positive effect on motivation, thus if there is an increase in stress work, will cause an increase in motivation on the contrary, if there is a decrease in work stress will cause a decrease in work motivation.

In contrast to the research conducted by Sumaryo et al. (2015) and Semaksiani et al. (2019) stated that job stress has a negative and significant effect on motivation. The difference in the results of previous studies with current studies is that in the current study using some indicators that were not used in previous studies, there is no work to be completed simultaneously. Second, the available APD (personal protective equipment) follows the SOP. Third, the time I have to complete the task is enough. And also the spread of respondents' answers that are too common to choose neutral answers and agree.

Hypothesis III Workload has a negative and significant effect on job satisfaction

The results showed that H3, which states that workload has a negative and significant effect on job satisfaction, is rejected. That indicates that there is a positive relationship between workload and job satisfaction but is not significant. Meaning that the workload given to nurses of the covid-19 team does not affect the job satisfaction of nurses because satisfaction is obtained from other things such as job satisfaction, satisfaction with salary, satisfaction with superior attitudes, and satisfaction with colleagues.

In contrast to the research conducted by Sari and Rahyuda (2019), Novita and Kusuma (2020), Safitri and Astutik (2019), Suartana and Dewi (2020), and Irawati and Rahmawati (2018) states

that workload has a negative and significant effect on job satisfaction. The difference in the results of previous studies with current research is that the current study uses several indicators that were not used in previous studies. first, I had direct contact with covid patients continuously. Second, enough rest. Third, the patient's demands are not much. And also the spread of respondents' answers that are too common to choose neutral answers and agree.

Hypothesis IV Job Stress Has a Negative and Significant Effect on Job Satisfaction

The results showed that H4, which states that work stress had a negative and significant effect on job satisfaction, was rejected. That suggests that there is a negative relationship between work stress and job satisfaction but is not significant. That means that the work stress experienced by the nurse team covid-19 does not affect the job satisfaction of nurses because satisfaction is obtained from other things such as job satisfaction, satisfaction with salary, satisfaction with a superior attitude, and satisfaction with colleagues. The results of this study are in line with the results of Dhania (2019), which states that Work stress has no significant effect on job satisfaction.

In contrast to the research conducted by Angreni and Ardana (2020), Fatimah (2020), Yasa and Dewi (2019), and Yo and Surya (2015) stated that job stress has a negative and significant effect on job satisfaction. The difference in the results of previous studies with current studies is that in the current study using some indicators that were not used in previous studies, there is no work to be completed at the same time. Second, the available APD (personal protective equipment) is in accordance with the SOP. Third, the time I have to complete the task is enough.

Hypothesis V Motivation Has a Positive and Significant Effect on Job Satisfaction

The results showed that H5, which states that motivation has a positive and significant effect on job satisfaction, is accepted. That means that the higher the motivation of work, the higher the job

satisfaction of the Covid-19 Southeast Maluku Team Nurse. That is because of the support of superiors and co-workers, a sense of respect by superiors, co-workers, and a sense of security in work because the condition of the workspace used according to the SOP, work equipment is following standards, and work safety has been appropriately considered.

That is consistent with research conducted by Carvalho et al. (2020), Adrianto et al. (2020), Ali et al. (2016), Yasa and Dewi (2019), and Mubaroqah and Yusuf (2020) entitled "Motivation on Job Satisfaction and Employee Performance" which states that motivation has a significant positive effect on job satisfaction.

Hypothesis VI Workload affects Job Satisfaction through Motivation

The results showed that H6, which states that workload affects job satisfaction through motivation, is rejected. That shows no influence of mediation (intervening) motivation in the workload relationship on the job satisfaction of nurses of the covid-19 team in Southeast Maluku. That suggests that increasing work motivation cannot be an intermediary between workload and nurse job satisfaction. That is because there are still other variables that can mediate workload and job satisfaction. That is following research conducted by Pramesti and Piartrini (2020) which states that motivation cannot mediate work stress to job satisfaction. That means that employees who can reduce workloads do not mean they will be motivated to work. Thus, there will be no effect on job satisfaction.

Hypothesis VII Job Stress affects Job Satisfaction through Motivation

The results showed that H7 states that job stress affects job satisfaction through accepted motivation. Motivation positively and significantly mediates the influence of work stress on job satisfaction has the meaning that despite the stress of work but if supported by high motivation, there will be maximum job satisfaction. That is because the work stress felt by the Covid-19 Southeast Maluku Team

nurses is normal, and the support from superiors and co-workers motivates nurses to be more excited at work. The increase in work motivation will increase the job satisfaction of nurses.

That is following research conducted by Tentama et al. (2019) and Yasa and Dewi (2019), which states that motivation can mediate the effect of job stress on job satisfaction. That means that employees who can reduce work stress will be motivated to increase their motivation, and with an increased sense of motivation will increase job satisfaction.

CONCLUSIONS

Based on data analysis and discussion in the previous chapter, the following conclusions can be drawn: workload is not proven to have a negative and significant effect on motivation, work stress is not proven to have a negative but significant effect on motivation, the workload is not proven to have a negative and significant effect on job satisfaction, stress work proved to have a negative but insignificant effect on job satisfaction, motivation was proven to have a positive and significant effect on job satisfaction, the workload was not proven to affect job satisfaction through motivation, job stress was proven to affect job satisfaction through motivation.

IMPLICATIONS

Basically, Karel Sadsuitubun Hospital must want the nurses of the covid-19 team to get high job satisfaction to complete their tasks and responsibilities effectively and efficiently, which will eventually achieve the goals of Karel Sadsuitubun Hospital. Therefore, Karel Sadsuidtubun Hospital needs to pay attention to job satisfaction from nurses. Nurses will feel good at work with job satisfaction for work, salary, opportunities, supervision, and co-workers. Karel Sadsuitubun Hospital must also pay attention to workload conditions, work stress, and nurse motivation. A workload that is not high and low work stress and high motivation will certainly provide comfort and make the work done by nurses effective and efficient in work.

Based on the study results, the implications showed that workload and motivation could increase the job satisfaction of nurses. Because of the workload and motivation, nurses feel challenged to do the task to be more excited at work, while work stress can trigger decreased job satisfaction due to high work stress. In the end, the job satisfaction of nurses will decrease.

LIMITATIONS

Research has been done as well as possible. Still, the next researcher can consider the limitation is that this research is quantitative, so it does not rule out the possibility of data being processed to be biased, so it needs to be combined with qualitative research to solve it.

RECOMMENDATIONS

The author suggests that research on job satisfaction can use variables other than workload, job stress, and motivation to reveal other contributions outside of these variables. This study has a weakness, namely the data collection process, that is not optimal due to the Covid-19 pandemic conditions. Researchers do not have the opportunity to meet directly with research subjects when filling out the scale. There is a concern that it is not objective when filling in so that further research can minimize further the shortcomings of the research that the researchers are doing.

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