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## The Workload and Organizational Commitment to Job Satisfaction

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### **Abstract:**

*One of the employee performances is influenced by job satisfaction. Job satisfaction is achieved if the work produces the desired results. This article analyzes the effect of workload and organizational commitment on employee job satisfaction of PT. Perkebunan Nusantara III (Persero) Medan. The sample consisted of eighty-nine respondents, namely all company employees from various work units with proportional random sampling as a sample technique. Data were collected by distributing questionnaires to respondents then processed using multiple regression analysis. It was found that organizational commitment has an influence on employee job satisfaction, conversely not with workload. Simultaneously, workload and organizational commitment have an influence on employee job satisfaction. To increase job satisfaction of PT. Perkebunan Nusantara III (Persero) Medan was given several suggestions in this article.*

**Keywords:** Workload, organizational commitment, job satisfaction, proportional random sampling

### **1. Introduction**

Human resources are very valuable assets and play an important role in every company activity so they must be managed well in order to be able to make optimal contributions. Quality human resources will determine the success of the company in preparing plans, carrying out operational activities and controlling the course of the company in order to achieve the goals set (Kassymova et al., 2019), (Stewart & Brown, 2019).

Human resources is required to have the ability to translate business strategies adopted by the company, into concrete actions on the ground (Harahap & Amanah, 2018). Not only is it obliged to carry out responsibilities in the work, but human resources also have a variety of needs that are entitled to be met by the company. In this case, the company must also pay attention to the needs of employees by giving awards and fair treatment as a reciprocal relationship and the appropriate compensation for services in order to increase employee job satisfaction (S. Miao, Fayzullaev, & Dedahanov, 2020), (Appiah, 2019).

Employees are the main assets of the organization and have a strategic role as thinkers, planners and controllers of organizational activities (Harmen, Amanah, Harahap, & Naibaho, 2019), through continuous human resource empowerment (Agustini, Amanah, & Harahap, 2018), placing work in the right position will facilitate employees to perform tasks and minimize the occurrence of errors that are not desired by the company (Ermiati, Amanah, Harahap, & Tanjung, 2018). Workers are motivated, will make employees willing and direct desires in completing their responsibilities so that workers and company goals can be achieved (Harahap, Agustini, & Amanah, 2017).

Job satisfaction is an assessment, feelings or attitudes of employees towards their work related to the work environment, type of work, compensation, relationships between coworkers, social relations at work and so on (O'Hara, Burke, Ditomassi, & Lopez, 2019), (Buyukgoze-Kavas & Autin, 2019). Job satisfaction is important in companies because it is believed that job satisfaction can strengthen the effectiveness of the organization as a whole. Low satisfaction causes various negative impacts such as absenteeism, sluggish work, striking and changing work, this results in company losses. On the other hand positive and dynamic job satisfaction can provide benefits for companies and employees (Zacher & Rudolph, 2017), (Kianto, Vanhala, & Heilmann, 2016). To create job satisfaction in employees, it is necessary to know the factors that influence it. (Alotaibi, Paliadelis, & Valenzuela, 2016), (Rahman, Akhter, Khan, & Nisar, 2017) revealed that there are several factors that affect job satisfaction, namely psychological factors, social factors, physical factors and financial factors.

One factor that has an influence on job satisfaction is the workload (Srimarut & Mekhum, 2020), (Carter & Laycock, 2016). (Liu & Lo, 2017), (Zamanian, Sarvestani, Sedaghati, Ghatmiri, & Kouhnavard, 2016) stated that job satisfaction is influenced by workloads because if a person bears a workload that is too heavy and feels depressed then it is likely that the person will feel dissatisfied with his work. Workload that is too heavy due to increasingly intense competition will