



# The Influence of Self Esteem and Job Stress on Employees Performance by Job Satisfaction as An Intervening Variable in PT Binor Karya Mandiri Paiton Probolinggo

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## Abstract

The purpose of this research was to determine the influence of self esteem and job stress on employees performance and the role of job satisfaction as an intervening variable in PT Binor Karya Mandiri Paiton Probolinggo. The populations of this research are all employees in PT Binor Karya Mandiri Paiton Probolinggo, amounting to 71 people. The sample in this study is the entire population or by using census methods. The type of this reseach is explanatory research. Path Analysis has treated as the data analysis in research. The result of this study shows that self esteem has a positive and significance influence toward job satisfaction and employees performance , job stress has a negative and significance influence toward job satisfaction and employees performance , job satisfaction has a positive and significance influence toward employees performance, self esteem has a positive influence toward employees performance through the job satisfaction of the employees in PT Binor Karya Mandiri Paiton Probolinggo, job stress has a negative influence toward employees performance through the job satisfaction of the employees in PT Binor Karya Mandiri Paiton Probolinggo.

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## INTRODUCTION

Human resources are one of the important elements that play a large role in a company. This is related to the role of human resources in moving the company so that its goals can be achieved. PT. Binor Karya Mandiri Paiton Probolinggo is one of the companies engaged in the field of Supply Labor Services, building construction, Electrical, Mechanical, Cleaning Service, IT, Computers, Car Rental and Procurement of goods and services, which in the future must compete with other companies in the same business field. Therefore, to face increasingly fierce competition PT. Binor Karya Mandiri Paiton Probolinggo strives to show the quality of the company by preparing everything related to its business fields, including human resources who are professional and experts in their fields, good management, supporting equipment and sufficient capital to support all existing business activities ([www.ptbkmbinor.com](http://www.ptbkmbinor.com)). PT Binor Karya Mandiri Paiton Probolinggo in carrying out its activities requires quality human resources. Mathis and Jackson (2006: 3) state that human resource management is a system design that applies in a company to ensure human talent and ability have been used effectively and efficiently in order to achieve the goals of the company. Based on this statement, we can know that human resources must be managed very well in order to improve the effectiveness and efficiency of a company. Companies must have employees with good performance in order to carry out tasks that have been charged well (Simamora, 2010: 339).

The quality of human resources in PT Binor Karya Mandiri can be measured from the performance of its employees. Mangkunegara (2008: 103) states that performance is a result of work achieved by an employee both in quality and quantity in completing the work in

accordance with the burden and responsibility given to these employees. There are many factors that can affect employee performance at work, one of them is job satisfaction. According to Robbins (2003: 30) job satisfaction is an attitude shown by an employee to his job. The attitude is the result of the difference between the amount of remuneration that an employee has received and the amount of remuneration they believe they should receive from the results of completing their work. Based on this statement, we can know that employee job satisfaction must be achieved so that its performance is high in work. There are many factors that influence job satisfaction and employee performance, one of them is the employee's self-esteem while working. According to Dariuszky (2004: 6) explains that self esteem is a person's assessment of himself that he is able to pass the challenges of life and get happiness. Therefore, an employee must have high self-esteem at work, so that his work can be completed properly and his work performance can improve to support the achievement of company goals. In addition to self esteem, there are other factors that affect performance, that is job stress.

According to Handoko (2013: 200) job stress is a condition of tension that affects emotions, thought processes and conditions. As a result, stress that is too high can threaten a person's ability to deal with the surrounding environment, which ultimately interferes with the completion of his tasks so that his performance is disrupted. Based on this statement, job stress must be managed properly so as not to interfere with the ability of employees to complete their duties and have an adverse impact on their performance.



## LITERATURE REVIEW

### Self Esteem

According to Coopersmith (1967), self esteem is an evaluation that made by a person and usually relates to appreciation of himself and shows the level at which a person believes that himself able to complete his work, being important and valuable.

According to Dariuszky (2004: 6) describes that self esteem is someone who is able to overcome life's challenges and gets happiness. Indications of self-esteem according to Coopersmith (1967) are:

1. Power
2. Significance
3. Virtue
4. Competence

### Job Stress

Handoko (2013: 200) states that job stress is a condition of tension that affects emotions, thought processes and conditions. As a result, stress that is too high can threaten a person's ability to deal with the surrounding environment, which ultimately interferes with the completion of his tasks so that his performance is disrupted. Hasibuan (2003: 204) describe that someone who feels job stress will feel nervous, always feeling worried, causes a person to often become angry, aggressive, unable to relax or unable to cooperate.

Luthans (in Rivai, 2006: 313) mentioned the indicators of job stress are :

1. Stressor of extraorganization
2. Stressor of organization
3. Stressor of group
4. Stressor of individual

### Job Satisfaction

According to Robbins (2003: 30) job satisfaction is an attitude shown by an employee to his job. The attitude is the result of the difference between the amount of remuneration that an employee has received and the amount of remuneration they believe they should receive from the results of completing their work. According to Handoko (2013: 193) job satisfaction is a pleasant or unpleasant emotional state with which employees view their work. The indicators of job satisfaction according to Celluci, Anthony J and David L, Devries (1974) in Mas'ud (2004) are:

- Satisfaction with pay
- Satisfaction with promotion
- Satisfaction with co-workers
- Satisfaction with supervisor
- satisfaction with work itself

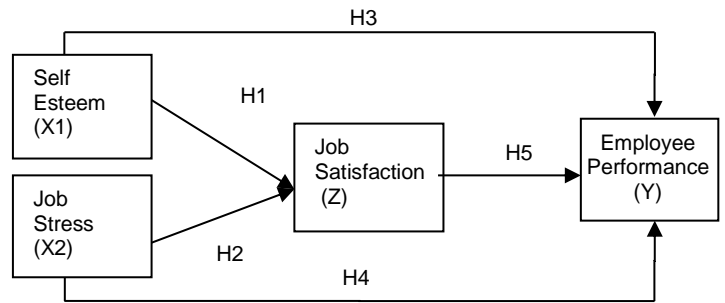
### Employee Performance

Mangkunegara (2008: 103) states that performance is a result of work achieved by an employee both in quality and quantity in completing the work in accordance with the burden and responsibility given to these employees.

According to Mahsun (2006: 25) performance is an activity in realizing the goals, mission and vision of the company contained in corporate strategy planning. The indicators of employee performance according to Mangkunegara (2008:67) are:

1. Quality of work
2. Quantity of work
3. Responsibility
4. Cooperation
5. Initiative

## Conceptual Framework



Conceptual framework of research

## Hipotesis

- H<sub>0</sub> = Self esteem does not affect the employees job satisfaction in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>1</sub> = Self esteem affects the employees job satisfaction in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>0</sub> = Job stress does not affect the employees job satisfaction in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>2</sub> = Job stress affect the employees job satisfaction in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>0</sub> = Self esteem does not affect the employees performance in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>3</sub> = Self esteem affect the employees performance in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>0</sub> = Job Stress does not affect the employees performance in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>4</sub> = Job Stress affect the employees performance in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>0</sub> = Job satisfaction does not affect the performance in PT Binor Karya Mandiri Paiton Probolinggo
- H<sub>5</sub> = Job satisfaction affect the employees performance in PT Binor Karya Mandiri Paiton Probolinggo

## METHODOLOGY

### Research Design

This study uses an explanatory research that tries to explain a problem and there is a hypothesis test of data obtained (Sumarni dan Wahyuni, 2006:52).

### Population and Sample

The population of this study were all employees of PT Binor Karya Mandiri, amounting to 71 people. Employee's total of PT Binor Karya Mandiri Paiton Probolinggo is less than 100, so the population in this research acts as a sample or this research can be said to use census methods.

### Data Analysis Methods

This study uses path analysis to analyze casual relationships between variables where independent variables influence dependent variables, both directly and indirectly, through one or more intermediaries (Sarwono, 2006: 147), so that the effect of self esteem and job stress can be known on employee performance at PT Binor Karya Mandiri Paiton with job satisfaction as an intervening variable.

## RESULTS AND FINDINGS

### Path Analysis

Path analysis is used to analyze casual relationships between variables where independent variables affect the dependent variable,



either directly or indirectly, through one or more intermediate variables. Each path is tested to show whether or not there is a direct and indirect influence of the existing research variables, namely self esteem (X1) and job stress (X2) on employee performance (Y) through job satisfaction (Z). The results of path analysis calculations can be seen in the following table:

**Table 1.** The result of path analysis

Variabel Bebas	Variabel Terikat	Beta	t Hitung	P Value	Keterangan
Self esteem (X1)	Job satisfaction (Z)	0.494	4.873	0.000	Significant
Job stress (X2)	Job satisfaction (Z)	-0.274	-2.707	0.009	Significant
Self esteem (X1)	Employee performance (Y)	0.312	3.101	0.003	Significant
Job stress (X2)	Employee performance (Y)	-0.271	-2.977	0.004	Significant
Job satisfaction (Z)	Employee performance (Y)	0.351	3.388	0.001	Significant

**THE INFLUENCE OF SELF ESTEEM ON JOB SATISFACTION**

Based on Table 1 it can be seen that the testing of self esteem variable (X1) to job satisfaction (Z) has a beta value (β) of 0.494, it means that if X<sub>1</sub> is raised by 1 unit then it will increase Z by 0.494. against variable Z with t-count value 4,873 greater than t-table (1,996) with p value <0,050 so H<sub>1</sub> is accepted. This is consistent with research conducted by Salangka and Dotulong (2015) which shows the results that self esteem has a positive and significant influence on job satisfaction. However, there are also studies that are not in accordance with the results of this study, namely research conducted by Indrawati (2014) which shows the results that job satisfaction does not have a significant effect on job satisfaction.

**THE INFLUENCE OF JOB STRESS ON JOB SATISFACTION**

Based on Table 1 it can be seen that the testing of job stress variable (X2) on job satisfaction (Z) has a beta value (β) of -0.274, it means that if X<sub>2</sub> is raised by 1 unit it will decrease Z by 0.274 meaning that the variable X<sub>1</sub> has a negative and significant influence significant to Z variable with t-count value of -2.707 (regardless of negative sign) is greater than t-table (1.996) with p value 0.009 <0.050 so H<sub>2</sub> is accepted. The results of this study are in accordance with the results of research conducted by Wibowo (2015 ) which states that work stress negatively affects job satisfaction, this means that the higher job stress, the lower job satisfaction of employees.

**THE INFLUENCE OF SELF ESTEEM ON EMPLOYEE PERFORMANCE**

Based on Table 1 it can be seen that the testing of the variable self esteem (X1) on employees performance (Y) has a beta value (β) of 0.312, it means that if X<sub>1</sub> is raised by 1 unit it will increase Y by 0.312 meaning that the variable X1 has a significant effect on the variable Y with a t-value of 3.101 is greater than t-table (1.996) with p value 0.003 <0.050 so that H<sub>3</sub> is received, in accordance with the research conducted by Sebayang and Sembiring (2017) which shows the results that self esteem has a positive and significant effect on performance.

**THE INFLUENCE OF JOB STRESS ON EMPLOYEE PERFORMANCE**

Based on Table 1 it can be seen that the testing of the job stress variable (X2) on job satisfaction (Y) has a beta value (β) of -0.271, it means that if X<sub>1</sub> is raised by 1 unit then it will decrease Y by 0.271 meaning that the variable X<sub>2</sub> has a negative effect significant to variable Y with t-count value of -2.977 (regardless of negative sign) greater than t-table (1.996) with p value 0.004 <0.050 so that H<sub>4</sub> is accepted. This is consistent with the research of Kusuma et al (2015) which states that

job stress has a negative and significant influence on employee performance.

**THE INFLUENCE OF JOB SATISFACTION ON EMPLOYEE PERFORMANCE**

Based on Table 1 it can be seen that the testing of the job satisfaction variable (Z) on employees performance (Y) has a beta value (β) of 0.351, it means that if Z is raised by 1 unit it will increase Y by 0.351 meaning that variable Z has a significant positive effect on variable Y with t-count value of 3,588 is greater than t-table (1,996) with p value 0.001 <0,050 so that H<sub>5</sub> is accepted, according to the research of Juniantara (2015) which states that job satisfaction has a positive and significant effect on performance which means higher satisfaction the work of an employee, the employee's performance will also be higher.

**Calculation of Path Analysis**

After the hypothesis test is carried out and all independent variables have a significant effect on the dependent variable, the next step is to examine whether there is a direct or indirect influence. Based on the existing path coefficient, the direct, indirect and total influence can be calculated as follows:

- a. Calculating the influence of variabel X<sub>1</sub> on Z

Direct : X<sub>1</sub> → Z = 0.494

Indirect : None

Total Effect : 0.494 or 49.4%

- b. Calculating the influence of variabel X<sub>2</sub> on Z

Direct : X<sub>2</sub> → Z = -0.274

Indirect : None

Total Effect : -0.274 or -27.4 %

- c. Calculating the influence of variabel Z on Y

Direct : Z → Y = 0.351

Indirect : None

Total Effect : 0.351 or 35.4 %

- d. Calculating the influence of variabel X<sub>1</sub> on Y

Direct : X<sub>1</sub> → Y = 0.312

Indirect : X<sub>1</sub> → Z → Y = (0.494)( 0.351) = 0.173

Total Effect : 0.312 + 0.173 = 0.485 or 48.5 %

- e. Calculating the influence of variabel X<sub>2</sub> on Y

Direct : X<sub>2</sub> → Y = -0.271

Indirect : X<sub>2</sub> → Z → Y = (-0.274)( 0.351) = -0.096

Total Effect : -0.271 - 0.096= -0.367 or -36.7 %

Based on the calculation of the path coefficient above we can know that the total effect of self esteem (X<sub>1</sub>) on performance (Y) is equal to 0.485 or 48.5% with details of direct effect of 0.312 or 31.2% and indirect effect of 0.173 or 17.3% while the effect of total job stress (X<sub>2</sub>) on employees performance (Y) is -0.367 or -36.7% with details of direct effect of -0.271 or 27.1% and indirect effect of -0.096 or 9.6%. The effect of job satisfaction variable (Z) on employees performance (Y) is 0.351 or 35.1%. Based on the calculations that have been done and from the results obtained it can be concluded that self esteem (X<sub>1</sub>) and work job stress (X<sub>2</sub>) affect employee performance (Y) through job satisfaction (Z).

**CONCLUSION**

Self esteem has a positive and significant effect on the employees job satisfaction of PT Binor Karya Mandiri Paiton Probolinggo, job stress has a negative and significant effect on the employees job satisfaction of PT Binor Karya Mandiri Paiton Probolinggo, self



esteem has a positive and significant effect on the employees performance of PT Binor Karya Mandiri Paiton Probolinggo, job stress has a negative and significant effect on the employees performance of PT Binor Karya Mandiri Paiton Probolinggo, Job satisfaction has a positive and significant effect on the job satisfaction of PT Binor Karya Mandiri Paiton Probolinggo, self esteem has a positive and significant effect on the employees performance of PT Binor Karya Mandiri Paiton Probolinggo through job satisfaction, job stress has a negative and significant effect on the employees performance of PT Binor Karya Mandiri Paiton Probolinggo through job satisfaction.

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