

CHAPTER I

INTRODUCTION

1.1 Background of the Study

In an organization there are certainly goals to be achieved. One of the factors that support the achievement of these goals is the individuals or human resources within the organization itself. Thus, human resources in an organization need to be managed and directed to achieve organizational goals. Human Resource Manager must consider that employees are the assets or the main assets of the organization that must be managed properly; so human resource management must be considered important for the organization in achieving its stated goals.

Stress may occur at any moment, since stress is an inevitable part of human life. When people are less able to adapt between expectations and reality that occurs inside or outside of them, they may continue to feel stress. All types of stress are ultimately caused by a lack of understanding by humans of their own limitations that have an impact on the implementation of their duties and responsibilities within the company.

According to Lane (2016) "Job satisfaction is a positive attitude, which involves the healthy adjustment of the employee to work conditions and situations including wages, social, physical and psychological conditions. Job satisfaction is a positive feeling about work that is the result of evaluating the characteristics of the job. Each individual has a different level of satisfaction in accordance with the reality that is felt and in accordance with individual desires, the higher the suitability between activities with individual desires, the higher the satisfaction

with these activities, in other words satisfaction is an evaluation that describes a person's feelings at work.”

PT. Graha Mazindo Mandiri is a company, which engages in automotive industry namely an authorized car dealer, service, and sales of spare part. PT. Graha Mazindo is an authorized company that sells and distributes “Mazda” brand cars in North Sumatera region. As we know Mazda is a well-established company from Japan, which sells a various kind of cars starting from SUV to sport cars. PT. Graha Mazindo Mandiri was established in 15th March 2008. The founding father of Mazda Medan is Karim brothers who are Budiarto Karim and Sudjono Karim. PT. Graha Mazindo Mandiri is located at Jl. Adam Malik No. 161 Medan, North Sumatera. On its daily business, as an International company PT. Graha Mazindo Mandiri imports vehicles and spare parts from Thailand, and Japan.

According to the interview that writer conducted, there is current issue where employee’s job satisfaction decreases over the past year. The employees of PT. Graha Mazindo Mandiri experienced dissatisfaction in working within this company. This dissatisfaction has an impact on the high number of employees who prefer to resign from the company. Factors that influence employees’ stress are regarding incentives, too much work, and lack of promotion or career development within the company, leaders who behave and act discriminatory against employees within the company.

Table 1.1
Turnover
Data 2017-2019

Year	Employees		
	2017	2018	2019
Resign	18	31	45
Enter	18	22	23
Total Employee	168	159	137

Sources: PT Graha Mazindo Mandiri, 2019

Table 1.1 explains that employee dissatisfaction is reflected in the number of employees who choose to leave the company. Employee dissatisfaction is due to the many job descriptions that are still unclear, the compensation received is still not satisfactory, there are still few promotions and etc.

One cause of employees experiencing dissatisfaction at work is stress experienced by employees. The problem of work stress at PT Graha Mazindo Mandiri is that employees have to handle too heavy and too many tasks, and were given sudden tasks that needs to be completed in short amount of time which results in stressed employees in completing work because if the tasks are not completed on time as ordered by the leader, employees might be given a warning letter or punishment, and also other problem is the number of sales targets that are put too high for the marketing and also poor organizational structure makes one employee has to perform job or tasks that might be different from their original job description. These things cause employees to experience boredom at work and experience prolonged stress.

The reason why writer choose to do research on the Job Stress of PT GRAHA MAZINDO MANDIRI towards Employee's Job Satisfaction is because writer would like to analyse what really caused the problem and also writer would like to give suggestion regarding the problem of the company so that the company could improve in the future.

From the description that writer has described above, it encourages writer to discuss in the thesis under the title "**The Effect of Job Stress on Employee's Job Satisfaction at PT Graha Mazindo Mandiri.**"

1.2 Problem Limitation

Due to time and resource limitation of writer, this research is limited only to discuss The Effect Of Job Stress on Employee's Job Satisfaction at PT. Graha Mazindo Mandiri. Incentives, too much work, lack of promotion or career development within the company, leaders who behave and act discriminatory against employees within the company are some of the reasons that effect employee's stress and therefore affect their job satisfaction. In this research, Job Stress will be Independent Variable and Employee's Job Satisfaction will be Dependent Variable.

1.3 Problem Formulation

On this research, formulation of the problem will be:

- 1 What factors affect Physiological symptoms , Psychological symptoms and Behavioural symptoms at PT. Graha Mazindo Mandiri?
- 2 What factors affect Employee's job satisfaction at PT. Graha Mazindo Mandiri?
- 3 What is the effect of Physiological symptoms, Psychological symptoms and Behavioural Symptoms on Employee's Job Satisfaction at PT.Graha Mazindo Mandiri?

1.4 Objective of the Research

The objectives of the research are as follows:

1. To discuss what factors affect Physiological symptoms, Psychological symptoms and Behavioural symptoms at PT. Graha Mazindo Mandiri.
2. To discuss what factors affect job satisfaction of employees at PT. Graha Mazindo Mandiri Medan.
3. To analyze the effect of Physiological symptoms, Psychological symptoms and Behavioural Symptoms on employee's job satisfaction at PT Graha Mazindo Mandiri Medan.

1.5 Benefit of Research

Benefit of this research such as:

1.5.1 Theoretical Benefit

Writer hopes that through this research it can help writer to have better understanding of the problem that the company is facing and also might help the company to solve the problem.

1.5.2 Practical Benefit

- a. Writer

Writer hopes that the results of this study can add new insights about handling Job stress and comparing the management theories that the authors studied in the university with real life practices.

b. Company

Writer hopes that through this research, it can be a successful aid for the company to improve employee's job satisfaction and help them to reach their potential growth.

c. Future Researchers

Writer hopes that through this research can be used as a source for obtaining basic information and data in conducting further research related to this research.

