

Stress at Work, Job Satisfaction, and Organizational Citizenship Behavior (Study at University X)

Dian Anggraini Kusumajati
P. Tommy Y.S. Suyasa, M.Si, Psi.
Dra. Ninawati, MM.
Tarumanagara University

Abstract

The purpose of this study was to determine the description and also to identify the relationship between the three variables, namely: job stress, job satisfaction, and organizational citizenship behavior. By knowing the picture and identify the relationship between these three variables, the researchers intend to get a further basis for conducting a psychological intervention. Job stress is a dynamic condition of a person faced with a tension, pressures, opportunities and constraints that affect the physical, emotional and psychological, thus causing an imbalance between workload and the ability of individuals to get out of a problem. Job satisfaction is an emotional reaction that includes a positive-negative feelings, attitudes, judgments and thinking of employees to jobs where employee satisfaction or dissatisfaction arise when employees work for companies where employees work. Organizational citizenship behaviors are voluntary behaviors that exceed the basic needs of workers such as helping co-workers and courteous to others, which benefits the organization and is not related to the compensation system. The research was conducted on 140 employees from various positions and work units. The results showed that participants had a low job stress, satisfied with his work, and participants also have the attitude of OCB. From the research, found that job satisfaction has a value higher influence on OCB. Dimensions of job satisfaction on work group cohesion associated with job satisfaction. Thus, it can be said that the more an employee has the dimensions of job satisfaction on work group cohesion then the employees will increase employee OCB in the work. Intervention is to provide training work group cohesion, but it also provided interventions to enhance employee involvement in decision-making and stress management training.

Keywords: job stress, job satisfaction, organizational citizenship behavior, employee