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## **ANALYSIS OF WORK ETHICS AND WORK STRESS ON SATISFACTION WORKLOAD-MEDIATED EMPLOYEE WORK AT THE JW MARRIOTT HOTEL**

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### **Abstract**

This research aims to test and analyze the influence of work ethics and work stress on work satisfaction and test and analyze the influence of work ethics and work stress on employee performance through Workload. This research was conducted at the JW Mariot Hotel Medan. The sample used in this study was 70 respondents. This study was analyzed using SMART PLS. From the results of the study, it was found that work ethics had a positive and significant effect on Workload at JW Mariot Medan. Work Stress has a positive and significant effect on Workload at JW Mariot Medan. Workload a positive and significant effect on work satisfaction at JW Mariot Medan. Work ethics have a positive and significant effect on Workload at JW Mariot Medan. Work Stress has a positive and significant effect on Workload at JW Mariot Medan. Work ethics has a positive and significant effect on work satisfaction at JW Mariot Medan which is mediated by Workload . Work stress has a positive and significant effect on Work satisfaction at JW Mariot Medan which is mediated by Workload

**Keywords:** *Work Ethics, Work Stress, Workload, Work Satisfaction*

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### **INTRODUCTION**

Job satisfaction is a classic theory in human resource management. Efforts to achieve job satisfaction are very important for both individuals and organizations (Dorta-Afonso et al., 2023). Job satisfaction does not only encourage positive behaviors such as productive, disciplined, obedient, innovative, helpful, controlling negative counterproductive behaviors such as corruption, theft, vandalism, and quitting work (Kuncorowati et al., 2022). But it is also related to happiness (Kartiko et al., 2023), psychological health (Kim et al., 2023) and quality of life for workers (Smith et al., 2023). People's happiness at work is not only related to salary, but how satisfied employees involve material and non-material aspects (Tegor et al., 2023). Job satisfaction is not only a return on income, that is, how the work that leads to nice, kind and meaningful (Francis, 2023).

Satisfaction with the process and work results obtained by employees will strengthen commitment and work ethic in achieving organizational goals (Anwar, 2021). On the other hand, if an employee feels that he or she does not have several supporting factors in the implementation of work, then this condition has the potential to cause dissatisfaction with the results of his work (Anwar et al., 2023). As a follow-up effect of this situation, it will gradually affect the morale and work results both in quantity and quality. Job satisfaction will encourage employees to perform better, better achievements will give rise to higher economic rewards (Suliztyanto et al., 2023).

If the reward is seen as appropriate and fair, more satisfaction arises because employees feel that they receive rewards according to their achievements. On the other hand,

On the other hand, if the reward is seen as not in accordance with the level of achievement, uncertainty tends to arise (Anwar, 2021). Job satisfaction is a feeling felt by employees in carrying out their work (Abid, 2024). Job satisfaction will create a pleasant feeling that will keep employees motivated in completing their work (Putra et al., 2023). On the other hand, if employees feel dissatisfied, employees will be lazy in carrying out their duties so that they will not achieve the company's goals. Basically, a person's job satisfaction depends on the difference between expectations, needs or values and what he or she feels or perceives has been obtained or achieved through his or her work. A person is said to be satisfied when there is no gap between what is desired and his perception of reality because the desired minimum limit has been met (Smith et al., 2023).

Work ethics are related to employee job satisfaction (Maulana et al., 2023). Work ethics in particular is believed to be a reflection of individual behavior and attitudes towards various aspects of work, including preferences to participate in activities and

involved in company activities, as well as attitudes towards monetary rewards and attitudes towards career paths (Nurhalizah & Jufrizen, 2024). In addition to work ethics, work stress is also one of the serious problems that befall every employee in their workplace.

Stress can arise as a result of pressure or tension that stems from the misalignment between a person and his environment (Harahap & Nasution, 2023). The stress experienced by employees due to the environment they face will affect satisfaction

work, so that management needs to improve the quality of the organizational environment for employees. This shows that the higher the work stress felt by employees, the lower the employee's job satisfaction will decrease or vice versa, the lower the work stress, the higher the employee's job satisfaction.

Likewise, the JW Marriott hotel is the only 5-Star International hotel located in Medan City that prepares luxury facilities for stays and for other social events. However, the phenomenon that the author encounters at the JW Marriott hotel is the lack of job satisfaction of some employees, as seen from the work conditions that always require employees to always work carefully in carrying out their work, especially in dealing with electrical damage, where sometimes employees are still found who still make mistakes so that they are fatal to the employees themselves (Maghfira et al., 2023). In addition, there were several employees who were not satisfied with their colleagues, especially some colleagues who could not be invited to work together in completing work. There are still some employees who have a lack of work ethics, as can be seen from the way these employees work who sometimes make work mistakes, especially in carrying out work procedures.

Several research results show that work ethics are related to employee satisfaction and performance (Nurhalizah & Jufrizen, 2024). While work satisfaction also affects job satisfaction. The understanding of job satisfaction can be seen by getting to know the term and meaning of job satisfaction. The following references can provide clarity on the meaning of job satisfaction. (Kuncorowati et al., 2022) states that job satisfaction is a function of the level of compatibility between what is expected and what is obtained, or between needs and rewards". While (Putri et al., 2023) states job satisfaction is: "a pleasant or unpleasant emotional state with which employees view their work. Job satisfaction reflects a person's feelings towards

their work". Furthermore (Putra et al., 2023) states: "job satisfaction is a positive emotional state of evaluating one's work experience. Job dissatisfaction arises when these expectations are not met. While (Smith et al., 2023) states: "job satisfaction (*job stastifaction*) refers to an individual's general attitude towards his or her job". While according to (Francis, 2023) said job satisfaction is a feeling of support or dissupport that employees experience at work.

Based on the explanation above and the problems that occur at the JW Marriott Hotel that have an impact on employee job satisfaction, the author is interested in raising a study entitled "Analysis of work ethics and work stress on employee job satisfaction mediated by workload at the JW Marriott Hotel".

## LITERATURE REVIEW

### JOB SATISFACTION

According to (Mangkunegara, 2017) job satisfaction is a feeling of support or dissupport experienced by employees at work. Factors that affect job satisfaction. According to Mangkunegaran (2017) the factors that affect employee job satisfaction are Factor 1) employees, namely intelligence (IQ), special skills, age, gender, physical condition, education, work experience, work period, personality, emotions, way of thinking, perception and work attitude. 2) Employment factors, namely the type of work, organizational structure, rank (group). position, quality of supervision, financial guarantees, opportunities for promotion of positions, social interaction, and employment relations position of quality of supervision, financial guarantees, opportunities for promotion of positions, social interaction, and employment relations. Indicators Indicators that affect job satisfaction. According to Mangkunegaran (2017), indicators to measure job satisfaction are 1) Sense of security at work, 2) Satisfaction with superiors, 3) Satisfaction with work, 4) Salary.

### WORKLOAD

According to (Putri et al., 2023) a workload is a set or number of activities that must be completed by an organizational unit or office holder within a certain period of time. Factors that affect workload According to (Nurhandayani, 2022) that affect workload, namely 1) External factors: burdens that come from the worker's body, such as: Tasks, work organization and work environment. 2) Internal factors are factors that originate from within the body as a result of a potential external workload reaction as stressors, including somatic factors (gender, age, nutritional status, health conditions and so on), and psychic factors (motivation, perception, belief. Indicators Indicators that affect workload According to (Putri et al., 2023) the indicators of workload are 1) Targets to be achieved, 2) Work conditions , 3) Work standards

### WORK ETHICS

According to Ernawan, (2016) work ethics are attitudes, views, habits, characteristics or attributes regarding the way of working that a person, a group or a nation has Factors that affect work ethics according to Sianipar & Salim, (2019) 1) Internal factors that affect employee work ethic, are: Religion, Education, Motivation, Age, Gender. 2) External factors that affect the work ethic of employees are: Culture, Socio-Political, Environmental Conditions (Geographic), Economic Structure, Welfare Level, Development of Other Nations. Indicators Indicators that affect work ethics According to Bhastary, (2020) there are four indicators of work ethics, which are as follows: 1) Hard work, 2) Speaking style, 3) Work value, 4) Work creativity

### WORK STRESS

According to (Fahmi, 2016) work stress is: a situation that presses one's self and soul beyond the limits of one's ability, so if it continues to be left without a solution, this will have an impact on one's health. Factors Affecting Work Stress

- 1) Difficult and excessive workload  
The number of tasks will be a source of stress for employees if it is not proportional to the physical abilities or skills and time available to employees.
- 2) Pressure and leadership attitude that is not fair and reasonable  
This conflict occurs when the leader and subordinates experience a bad relationship, such as a leader giving work to an employee who is not in his field, and the work must be completed in a limited time.
- 3) Inadequate time and equipment  
Employees usually have the normal ability to complete tasks office/company charged to him, equipment related to expertise, experience, and time owned.
- 4) Conflict between individuals and leaders
- 5) Too low a reward  
If employees who receive adequate remuneration according to what they have done for the company, they will be able to work calmly and diligently, and always try to work as well as possible. However, if employees feel that the service they receive is far from adequate, it will be able to cause work stress in employees.

Indicators for work stress According to (Handoko, 2012) indicators of work stress among others: 1) Excessive workload, 2) Poor working climate, 3) Conflicts

**Table 1 Previous Research**

No.	Researcher's Name/Year	Research Title	Research Results
1.	FauziAzhari Harahap 2023	Employee Performance Study: Organizational Culture and Work Stress through Job Satisfaction at PT. Nusantara II (Persero) Medan PlantationResearch Title	The results of the study show that organizational culture, work stress, and job satisfaction have a significant influence on employee performance directly. In addition, organizational culture and work stress also have a significant influence on job satisfaction. Organizational culture and work stress indirectly have a significant influence on performance through job satisfaction.
2.	Muhammad Arya Ranga, Novi Fitria Hermiati 2023	The Effect of Work Stress and Job Insecurity on Turnover Intention by Job Satisfaction as an Intervening Variable in Generation Z Employees in the District Bekasi	Job Stress can have a positive and significant effect on Job Satisfaction, Job Insecurity can have a positive and significant effect on Job Satisfaction, Work Stress can have a positive and significant effect on Turnover Intention, Job Insecurity does not have a significant effect on Turnover Intention, Job Satisfaction can have a significant effect on Turnover Intention,

			Job Satisfaction can mediate the Effect of Work Stress on Turnover Intention significantly, and Job Insecurity does not have a significant effect on Turnover Intention mediated by Job Satisfaction.
3.	Inggrid Mentari Batu Bara 2023	Analysis of work stress management on employee job satisfaction	Work stress has a negative and significant effect on job satisfaction and performance  147employees, job satisfaction has a positive and significant effect on employee performance, job satisfaction positively and significantly mediates the effect of work stress on employee performance. When the work stress felt by employees is low, it can increase job satisfaction, so that Employee performance will increase
4.	Dewi Anggraini, M. I Nasution, Muhammad Andi Prayogi 2023	Employee Performance Optimization: Work Stress and Quality of Work Life with Job Satisfaction Mediation	Work stress does not have a significant positive influence on employee performance but is negatively correlated with job satisfaction. Meanwhile, the quality of work life makes a significant positive contribution to employee performance and job satisfaction. In addition, there is a significant positive influence between job satisfaction and employee performance; Then, there is a positive and significant influence between work stress and quality of work life on employee performance through job satisfaction mediation.
5.	Rizky Maulana, T. Lyza Tahura, Alvin Fahlevi 2023	The Influence of Work Facilities, Work Ethics and Communication on Job Satisfaction in Employees of PT. Ocean, Ocean, Ocean, Vast Medan	Work facilities have a significant effect on employee job satisfaction at PT Samudera Lautan Luas Medan, work ethics have a significant effect on employee job satisfaction at PT Samudera Lautan Luas Medan, communication has no effect on employee job satisfaction at PT Samudera Lautan Luas Medan. Simultaneous secarfa shows that work facilities, work ethics and communication have a significant effect on employee job satisfaction at PT Samudera Lautan Luas Medan
6.	Nur Halizah1 , Endah Tri Wisudaningih, Waqi'atul Aqida 2023	The Influence of Islamic Work Ethic, Work Motivation, Compensation, and Work Environment on Employee Performance with Job Satisfaction as an Intervening Variable	The results of this study are that there are two interrelated patterns, the first is Islamic work ethic and compensation have a negative effect on job satisfaction. Meanwhile, work motivation and

			work environment have a positive effect on job satisfaction. Second, Islamic work ethic, work motivation, and work environment have a positive effect on employee performance, while compensation has a negative effect on employee performance, and kepuasan kerja has a positive effect on employee performance.
7.	Mutia Nurhalizah 2023	The Influence of Work Ethics and Work Environment on Organizational Commitment through Job Satisfaction in the Office of the Mayor of Medan	The results of the study show that work ethic has no effect on organizational commitment, work environment has no effect on organizational commitment, work ethic has a significant effect on job satisfaction, work environment has a significant effect on job satisfaction, job satisfaction has a significant effect on organizational commitment, work ethic has a significant effect on organizational commitment through job satisfaction (in other words, job satisfaction plays a mediator), The work environment has a significant effect on organizational commitment through job satisfaction (in other words, job satisfaction acts as a mediator).
8.	Sunarni, Helmina Br. Ginting , M. Asbullah, Bambang Sucipto , Achmad Rozi 2023	Job satisfaction as a moderation of work ethics and organizational culture towards employee performance	The results of the study show that work ethics and organizational culture have an effect on employee performance, and job satisfaction as moderation is able to moderate work ethics and organizational culture on employee performance
9.	Anggina Maghfira, Kiki Joesyiana, Arie Rifa'i Harahap 2023	The effect of workload and occupational health safety (k3) on employee performance of pt. Hokkan Deltapack Industrial Kampar Branch	Workload has a major impact on employee performance at PT Hokkan Deltapack Industri Kampar Branch. Partially, occupational health and safety has a significant effect on the performance of employees of PT Hokkan Deltapack Industri Kampar Branch. Simultaneously, workload and occupational health and safety have a significant effect on employee performance at PT Hokkan Deltapack Industri Kampar Branch  workload has a big impact on employee performance at PT Hokkan Deltapack Industri Kampar Branch. Partially, occupational health and safety has a significant effect on the performance of employees of PT Hokkan Deltapack Industri Kampar Branch. Simultaneously, workload and



			occupational health and safety have a significant effect on employee performance at PT Hokkan Deltapack Industri Kampar Branch
10.	Farhan Saputra, Alifah Jiddal Masyruroh, Bayu Putra Danaya, Srirahayu Putri  Maharani  2023	Employee Performance Determination: Analysis of Work Environment, Workload and Leadership at PT Graha Sarana Duta	The work environment has no effect on the performance of PT Graha Sarana Duta employees; 2) Workload have a positive effect on the performance of PT Graha Sarana Duta employees; and 3) Influential leadership on the performance of PT Graha Sarana Duta employees

### Conceptual Framework of the Research

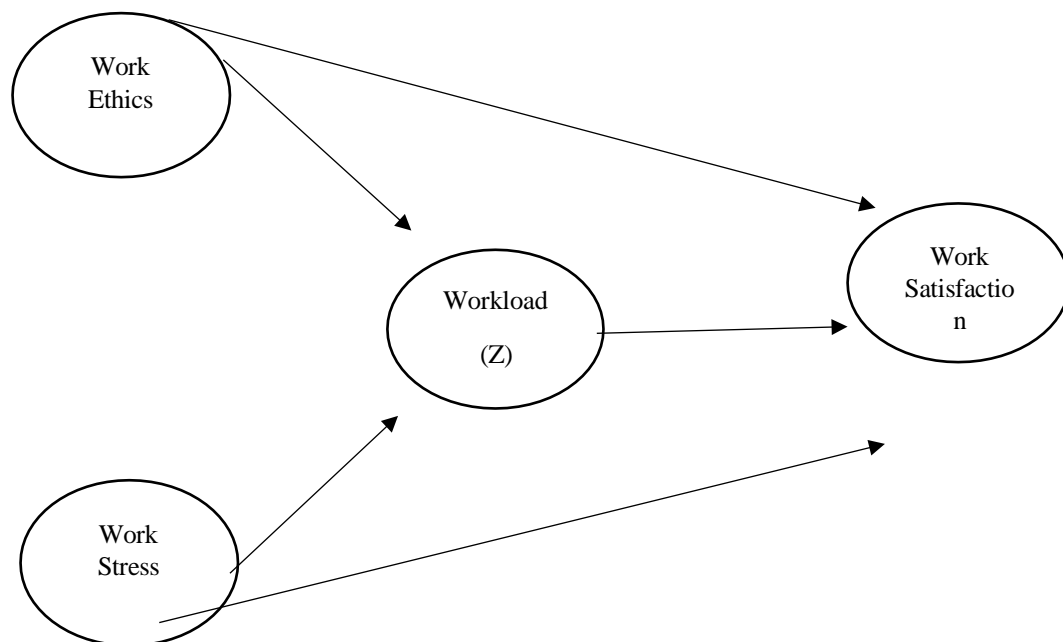


Figure 1. Conceptual Framework of the Research

### Research Hypothesis

1. Work ethics have a positive and significant effect on the workload at the JW Marriott hotel.
2. Work stress has a positive and significant effect on the workload at the JW Marriott hotel.
3. Workload has a positive and significant effect on job satisfaction at JW Marriott hotels.
4. Work ethics have a positive and significant effect on job satisfaction at JW hotels Marriott.
5. Stress kerja berpengaruh positif dan signifikan terhadap kepuasan kerja pada hotel JW Marriot

6. Work ethics have a positive and significant effect on job satisfaction at JW Marriott hotels that are mediated by workload
7. Work stress has a positive and significant effect on job satisfaction at JW Marriott hotels that are mediated by workload

## RESEARCH METHOD

### Type of Research

According to Sugiyono (2010) quantitative research can be interpreted as a method based on the philosophy of positivism, used to research on a certain population or sample, sampling techniques are generally carried out randomly, data collection using research instruments, data analysis is quantitative/statistical with the aim of testing hypotheses that have been determined. This type of quantitative research is conducted to create a study that aims to adapt a study and to "Analysis of work ethics and work stress on workload-mediated employee job satisfaction at JW Marriott hotels".

### Research Location and Research Time

The location of the research was conducted at the JW Marriott Hotel, Medan City. The time of the study in Carry out for 3 months.

### Population and Sample

Sugiyono (2017) population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are determined by the researcher to be studied and then conclusions are drawn. The population and sample in this study are employees who work at JW Marriott using the Hair formula, 2019, which is 5-10 times the number of indicators because the indicator is  $14 \times 5 = 70$  employees.

### Research Data Sources

The data source used in this study is primary data.

### Operational Definition of Research Variables

**Table 1. Variable Operational Definition**

Jenis Variabel	Definisi	Indikator
Work Satisfaction (Y)	Job satisfaction is the feeling of support or dissupport that employees experience at work. (Mangkunegara, 2017)	1) Sense of security at work 2) Satisfaction with the boss 3) Job satisfaction, 4) Salary Mangkunegara, 2017)
Workload (Z)	A workload is a set or number of activities that must be completed by an organizational unit or office holder within a certain period of time. Putri (2023)	1) Targets to be achieved 2) Working conditions Job standards Putri (2023)



Jenis Variabel	Definisi	Indikator
Ethics Work (X1)	Work ethics are attitudes, views, habits, characteristics or attributes about the way of working that a person, a group or a nation has Bhastary, (2020)	1) Strive 2) Speaking style 3) Work value 4) Work creativity Bhastary, (2020)
Work Stress (X2)	A situation that presses one's self and soul beyond the limits of one's ability, so that if it continues to be left without a solution, this will have an impact on one's health Handoko, 2012)	1. Excessive workload, 2. Poor working climate 3. Conflict 1) Handoko, 2012)

Source: Researcher, 2024

### Data Analysis Techniques

Data analysis in this study uses Structural Equation Modeling (SEM) based on Partial Least Square (PLS) using SmartPLS 3.3.3 software. According to (Gozali, 2014) Partial Least Square (PLS) is a fairly powerful analysis method because it is not based on many assumptions.

#### *Measurement Model (Outer Model)*

The procedure in testing the measurement model consists of a validity test and a reliability test.

1. Validity Test
  - a. Convergent Validity
  - b. Discriminant Validity

2. Reliability Test

Cronbach's alpha value is recommended to be greater than 0.7 and composite reliability is also recommended to be greater than 0.7 (Sekaran, 2014).

#### *Structural Model (Inner Model)*

This test was carried out to determine the relationship between exogenous and endogenous constructs which has been hypothesized in this study (Hair et al., 2017). To generate the inner model test values, the steps in SmartPLS are carried out by bootstrapping method. The structural model was evaluated using R-square for dependent variables, Stone-Geisser Q-square test for predictive elevation and t-test as well as the significance of the structural path parameter coefficient with the following explanation:

1. Coefficient of Determination / R Square (R<sup>2</sup>)

In assessing the model with PLS, it starts by looking at the R-square for each dependent latent variable. The interpretation is the same as the interpretation on regression. Changes in the R-square value can be used to assess the influence of certain independent latent variables on dependent latent variables whether they have a substantive influence (Ghozali, 2012). The R<sup>2</sup> value is generally between 0 to 1.

2. Predictive Relevance (Q<sup>2</sup>)

This test is used to measure how well the observation values are generated by the model as well as the estimation of its parameters. If the value of Q<sup>2</sup> is greater than 0, it indicates that the model

has predictive relevance which means it has a good observation value, while if the value is less than 0 it indicates that the model does not have predictive relevance (Ghozali, 2017).

### 3. t-Statistic

At this stage, it is used for hypothesis testing, namely to find out the significance of the relationship between variables in the study using the bootstrapping method. In the full model, Structural Equation Modeling, in addition to confirming the theory, also explains whether or not there is a relationship between latent variables (Ghozali, 2012). A hypothesis is said to be accepted if the statistical t value is greater than the t of the table. According to (Latan and Ghozali, 2014) the criteria for the t-value of the table with a value of 1.96 with a significance level of 5%.

### 4. Path Coefficient

This test is used to determine the direction of the relationship between variables (positive/negative). If the value is 0 to 1, then the direction of the relationship between the variables is declared positive. Meanwhile, if the value is 0 to -1, then the direction of the relationship between the variables is declared negative.

## RESULTS AND DISCUSSION

Result In this research, the first test carried out was the analysis of the outer model (measurement model). There are two components in the validity test, namely the convergence test and the discrimination test. The validity of convergence was assessed through an average variance extracted (AVE) score of  $> 0.5$  and a loading factor value of

$> 0.7$ . The validity of the crime was tested by cross-loading. The reliability test was determined using Cronbach's alpha  $> 0.7$  and composite reliability  $> 0.7$

Table 3. Cronbach's alpha, composite reliability, and average variance extracted

Variable	Indicat or Items	Facto r loadi ng	Cronba ch's alpha	Compo site reliabili ty	A V E	Conclusio n
Work Satisfaction (Y)	WSF1 WSF2 WSF3 WSF4	0,877 0,811 0,616 0,701	0,921	0,925	0, 6 4 6	Reliable
Workload (Z)	WKL1 WKL2 WKL3	0,802 0,741 0,931	0,953	0,954	0, 8 1 0	Reliable
Work Ethics (X1)	WET1 WET2 WET3	0,982 0,979 0,881	0,883	0,886	0, 6 3 2	Reliable

	WET 4	0,984				
Work Stress (X2)	WST1	0,753	0,903	0,909	0, 5 9 4	Reliable
	WST2	0,928				
	WST3	0,930				
	WST4	0,875				

The factor loading score obtained based on Table 2 is more than 0.70, which means that it shows the reliability of the indicator measuring the online purchase decision process. Cronbach's alpha and composite values. reliability is greater than 0.70, proving that the five variables are said to be reliable. Meanwhile, the AVE score  $> 0.5$ , proving that each variable was declared valid. The cross-loading value with its construct is used to test the validity of discrimination. In order to evaluate the validity of discrimination, an additional method that can be applied is to compare the average variance extracted (AVE) score along with the correlation between the construct and other constructs

Table 4. Results of the validity test of Diskrimin-Fornell Larcker Criterium

	Work Satisfaction	Workload	Work Ethics	Work Stress
Work Satisfaction	0,928			
Workload	0,920	0,950		
Work Ethics	0,911	0,949	0,945	
Work Stress	0,931	0,909	0,955	0,908

Based on the results of Table 3, the preference, attitude, and motivation of consumers toward the purchase decision obtained an AVE value of  $> 0.5$ , so it was declared to have passed the discrimination validity test. It can be said that variable measurement indicators have been proven to be valid in terms of discriminant validity. It can be concluded that the data model of this study meets the good criteria. After passing the validity and reliability test, the next stage is to evaluate the inner model through coefficient determination ( $R^2$ ) and the coefficient path test. The magnitude of the influence given by independent variables on other variables can be analyzed with R-square.

Table 4. Result R-square

	R-square ( $R^2$ )	R-square adjusted
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Work Satisfaction(Y)	0,922	0,919
Workload (Z)	0,916	0,913

Based on Table 4, Work Satisfaction R<sup>2</sup> value of 0.919 (91.9%) was obtained due to the aspects of Work Ethics and Work stress through workload was influenced by 0.913 (91.3%).

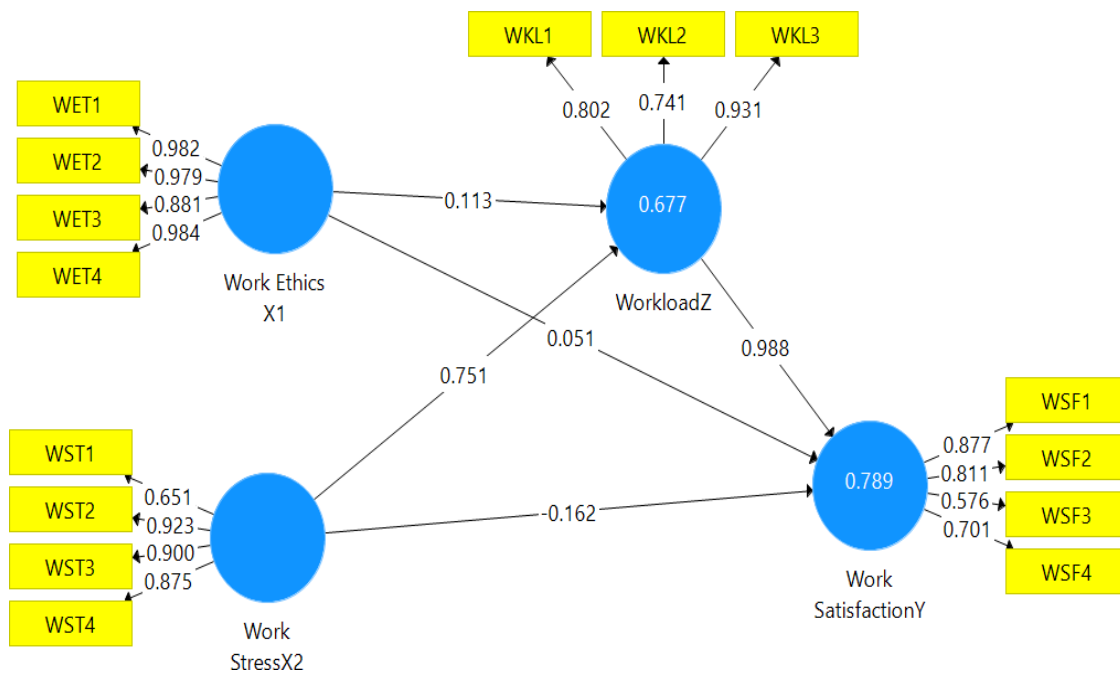


Figure 2. Full Model Research

Table 5. Direct Influence test results

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T-statistics ( O/STDEV )	P-Value
Work Ethics → Workload	0,084	0,090	0,111	4,757	0,000
Work stress → Workload	0,579	0,580	0,103	5,634	0,000
Beban Kerja →	0,182	0,185	0,094	3,935	0,000

Work Satisfaction					
Work Ethics →	0,282	0,282	0,101	2,802	0,005
Work Stress →	0,075	0,238	0,102	2,901	0,003
Work Satisfaction					

Based on Table 5, Work Ethics got a t-statistic of 4.757 higher than t-table (1.65) and got a p-value of 0.000 greater than 0.05. Thus, work ethics positively and significantly affects Workload so H1 is accepted. Work Stress obtained a t-statistical value of 5.634 higher than the t-table (1.65) and a p-value of 0.000 greater than 0.05. It can be said that work stress has a positive and significant impact on Workload, so H2 is accepted. Workload got a t-statistical value of 3.935 higher than t-table (1.65) and a p-value of 0.000 greater than 0.05. It was concluded that Workload had a positive and significant effect on work satisfaction, then H3 was accepted. Work ethics got a t-statistical value of 2.802 higher than t-table (1.65) and a p-value of 0.005 greater than 0.05. It was concluded that work ethics had a significant effect on work satisfaction, so H4 was accepted. Work stress obtained a t-statistical value of 6.508 higher than the t-table (1.65) and a p-value of 0.000 greater than 0.05 Work satisfaction. This proves that work stress has a positive and significant effect on work satisfaction so H5 is accepted.

Table 6. Indirect Coefficient path test results

	Original sample (O)	Sample mean (M)	Standard deviation (STDEV)	T-statistics ( O/STDEV )	P-Value
Work Ethics →	0,084	0,090	0,111	4,757	0,000
Work Satisfaction →					
Workload					
Work Stress →	0,579	0,580	0,103	5,634	0,000

Work Satisfactio n  Workload	→				
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Work ethics obtained a t-statistical value of 4.757 higher than t-table (1.65) and a pvalue of 0.000 greater than 0.05. This proves that work ethics have a positive and significant effect on work satisfaction -mediated Workload, a higher H6 is accepted. Work Stress obtained a t-statistical value of 5.634 higher than the t-table (1.65) and a p-value of 0.000 greater than 0.05. This proves that work stress has a significant positive effect work satisfaction mediated by Workload so that H7 is accepted.

## DISCUSSION

Based on the results of the first hypothesis test, work ethics has a positive and significant influence on workload. Good work ethics can have a significant influence on a person's workload, either directly or indirectly. People who have a good work ethic tend to be more focused and efficient in completing their tasks. They work with discipline, punctuality, and prioritize quality. This can help reduce long-term workload because work can be completed faster and with fewer errors. Good work ethic also includes effective time management skills. Individuals who have a good work ethic tend to plan and manage their time well, so that the work that needs to be done does not pile up and add to the stress or excessive workload.

Based on the results of the second hypothesis test, Work Stress has a positive and significant influence on workload. Work stress can affect workload significantly, either directly or indirectly. High stress can make a person feel overwhelmed, reduce concentration, and make decision-making slower or inefficient. This can result in decreased productivity which in turn makes the workload feel heavier as the work builds up. When a person is stressed, the quality of the work produced tends to decrease. Stress can lead to carelessness, more frequent mistakes, or even negligence. This can make the situation worse, as work that is not done well needs to be redone, adding to the workload.

Based on the results of the third hypothesis test, workload has a positive and significant influence on job satisfaction. Workload has a significant influence on a person's job satisfaction, and this relationship can be positive or negative, depending on several factors. If the workload is too high or unrealistic, this can lead to stress and burnout, which can directly reduce job satisfaction. On the other hand, if the workload feels too light or not challenging, it can also have a negative impact on job satisfaction. Workers who find their jobs monotonous or unchallenged are more likely to feel bored, less motivated, and less satisfied with their jobs. The lack of challenges can also hinder skill and career development.

Based on the results of the fourth hypothesis test, Work Ethics has a positive and significant influence on job satisfaction. Good work ethics can have a significant positive influence on a person's job satisfaction. On the other hand, poor work ethics can damage job satisfaction and negatively affect the atmosphere in the workplace. Individuals who have a strong work ethic tend to feel more responsible for their work. They strive to give their best, are committed to completing tasks well, and pay attention to quality. This creates a high sense of achievement and



personal satisfaction. When a person feels successful in fulfilling their responsibilities, their job satisfaction tends to increase. Individuals who have a strong work ethic tend to feel more responsible for their work.

Based on the results of the fifth hypothesis test, Work Stress has a positive and significant influence on *kepuasan kerja*. Work stress can have a huge influence on employee performance, both positively and negatively, depending on how it is managed and its level. Excessive stress can interfere with employee concentration. When employees feel anxious or depressed, they will have difficulty focusing on the tasks that need to be completed, leading to a decrease in the quality of work and productivity. Prolonged stress can lead to mental and physical exhaustion, which makes employees feel less energetic and less motivated. This can lead to an overall decline in performance, as well as an inability to complete work on time. Prolonged stress can lead to mental and physical exhaustion, which makes employees feel less energetic and less motivated. This can lead to a decrease in overall performance, as well as an inability to complete work on time.

Based on the results of the sixth hypothesis test, Work Stress has a positive and significant influence on employee performance. Good work ethic can directly affect employee performance, but this influence is often through motivation as the main liaison. When employees have a strong work ethic, they tend to be more motivated to do a good job, which ultimately improves their performance. Employees with a good work ethic feel responsible for their work. This sense of responsibility encourages intrinsic motivation—motivation that comes from within themselves, such as the satisfaction of getting a job done well. This satisfaction then increases morale and performance. A good work ethic makes employees strive to achieve their personal goals, such as skill development or achieving high standards at work. This encourages them to work harder and smarter, which ultimately contributes to improved performance.

Based on the results of the seventh hypothesis test, Work Stress has a positive and significant influence on employee performance. Work stress can have a very significant impact on employee performance. The effects of this stress can be positive or negative, depending on the type of stress experienced and how the employee manages it. Excessive stress can make employees feel anxious and rushed, making it difficult to focus on the task at hand. This can lead to errors or omissions in the work, which decreases quality and productivity. Prolonged stress can lead to mental and physical exhaustion, leaving employees feeling tired and powerless. This condition reduces their ability to work efficiently, reduces concentration, and slows down the speed at which they complete tasks.

## CONCLUSION

From the results of the study, it was found that work ethics had a positive and significant effect on *beban kerja* at JW Mariot Medan. Work Stress has a positive and significant effect on *beban kerja* at JW Mariot Medan. *Beban kerja* has a positive and significant effect on *kepuasan kerja* at JW Mariot Medan. Work ethics have a positive and significant effect on *kepuasan kerja* at JW Mariot Medan. Work Stress has a positive and significant effect on *kepuasan kerja* at JW Mariot Medan. Work ethics has a positive and significant effect on *kepuasan kerja* at JW Mariot Medan which is mediated by *beban kerja*. Work stress has a positive and significant effect on *kepuasan kerja* at JW Mariot Medan which is mediated by *beban kerja*.

## SUGGESTION

Good work ethic is associated with a more balanced workload, which in turn increases job satisfaction. Meanwhile, high stress due to excessive workload will reduce job satisfaction. A moderate and controlled workload helps to maintain a balance between work ethics and stress, creating an environment that supports job satisfaction. Workers who have a strong work ethic feel more motivated, satisfied with their work results, and enjoy better relationships with colleagues. A well-managed workload (managed according to ability) will increase a sense of achievement and job satisfaction. When workers feel stressed or overwhelmed, this will affect their well-being and reduce job satisfaction. However, well-managed stress (e.g. with adequate support or resources) does not always lead to decreased job satisfaction. Workload serves as a mediator in the relationship between work ethics, work stress, and job satisfaction. A balanced workload (not too heavy or light) can reinforce the positive influence of good work ethics on job satisfaction. Conversely, excessive workload (which is often associated with stress) can exacerbate the negative effects of stress on job satisfaction.

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