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THE INFLUENCE OF WORKLOAD AND COMPENSATION ON STUDENT WORK SATISFACTION IN CERTIFIED INTERNSHIP & INDEPENDENT STUDY PROGRAM (MSIB) CLASS 3 PT. INKA MULTI SOLUSI SERVICE IN THE CITY OF MADIUN

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Abstract

Workload refers to the volume and intensity of tasks and responsibilities assigned to interns during their internship period. It encompasses the amount of work, deadlines, complexity, and the level of autonomy given to students. Compensation, on the other hand, refers to the monetary or non-monetary benefits provided to interns for their work. This study aims to determine the effect of workload on job satisfaction, the effect of compensation on job satisfaction, and the effect of workload and compensation on student job satisfaction in the Certified Independent Study & Internship Program (MSIB) Batch 3 PT. INKA Multi Solusi Service in Madiun City. The study utilizes quantitative data obtained from questionnaires distributed to 35 participants. The data were analyzed using the simple linear regression analysis method with the help of SPSS for data processing to prove the hypothesis. The results indicate that the workload variable has a significant negative effect on job satisfaction, meaning that higher workloads are associated with lower job satisfaction. Conversely, the compensation variable has a significant positive effect on job satisfaction, meaning that higher compensation leads to higher levels of job satisfaction. Simultaneously, the variables of workload and compensation show a significant combined effect, suggesting that lower workloads and higher compensation result in higher job satisfaction among students in the 3rd batch of the Certified Independent Study & Internship Program PT. INKA Multi Solusi Service in Madiun City.

Keywords: *Compensation, Job Satisfaction, Workload*

1. INTRODUCTION

Students as academics who are ready to enter the world of work on average have a similar obstacle, namely experience in the world of work which is generally used as a requirement to enter an agency or company. As a fresh graduate, of course not all students have experience in the world of work due to certain factors which are the reason some students do not get the opportunity to gain work experience before completing college. In accordance with (Rachmady & Aprilia, 2018), Job qualifications that require applicants to have work experience are also a cause for anxiety, while fresh graduates are recent graduates who have never worked before.

One of the interesting phenomena of the MSIB program is the number of enthusiasts and quotas which have continued to increase quite significantly in each period where at the time the research was started, this program had just completed its 3rd period. From the data obtained via the Kemendikbud.go.id website, 13,272 were recorded. Students passed the MSIB Bench 1 program, 24,873 students passed the MSIB bench 2 program and 27,952 students passed the MSIB Bench 3 Program. One of the MSIB Bench 3

partners, namely PT. The Railway Industry or better known as PT. INKA (Persero). Quoted from Kemenperin.go.id.

PT. INKA Multi Solusi (IMSS) Service as a subsidiary company tasked with maintaining PT. INKA (Persero) was also given the mandate to guide MSIB students. Students are divided into 7 divisions namely: Finance, Marketing, Project Management, IT, Logistics, legal and HR. Students are assigned to assist the company's business processes in carrying out the maintenance and maintenance of trains spread across the islands of Java, Sumatra and Sulawesi.

Based on preliminary observations of the 7 divisions above, students are grouped according to interests or academic majors they wish to take later and are accompanied by employees who also act as mentors. Each mentor in each division can assign assignments to students in assisting business processes that are being carried out by companies where each student based on direct brief observation has a different workload with the same compensation by the Ministry of Education and Culture.

Unequal workload with the same compensation makes the writer interested in researching how job satisfaction is obtained by apprentice students where in general research on job satisfaction is examined by employees while through this research the researcher is interested in discussing in depth the job satisfaction of apprentice students.

This study aims to determine the effect of workload on job satisfaction, the effect of compensation on job satisfaction, and the effect of workload and compensation on student job satisfaction in the Certified Independent Study & Internship Program (MSIB) Batch 3 PT. INKA Multi Solusi Service in Madiun City. This study holds significant importance as it investigates the impact of workload and compensation on job satisfaction among students in the Certified Independent Study & Internship Program (MSIB) Batch 3 PT. INKA Multi Solusi Service in Madiun City. The findings can offer practical insights to PT. INKA Multi Solusi Service, aiding in the identification of factors influencing job satisfaction and enabling informed decisions regarding workload management and compensation packages. Moreover, it contributes to the existing body of knowledge on job satisfaction, particularly in the context of work-study programs, and provides valuable information for stakeholders, educators, and policymakers. Ultimately, the study's outcomes can enhance student job satisfaction, optimize work-study programs, and inform decision-making processes.

2. RESEARCH METHODS

This research employed quantitative research methodology. The purpose of this study was to address the identified problems by describing and understanding them in-depth. The focus of this paper was to explore the impact of workload and compensation on student job satisfaction in the Certified Independent Study and Internship Program (MSIB) Batch 3 at PT. INKA Multi Solusi Service in the city of Madison.

Statistical data analysis techniques were utilized in this study, specifically descriptive data analysis. This technique involved analyzing the collected data by describing and presenting it without making general conclusions or generalizations (Sugiyono, 2013). The descriptive analysis aimed to determine the frequency distribution of the questionnaire responses by collecting and tabulating the data in tables, followed by descriptive discussions.

The data analysis process involved several techniques, including validity and reliability tests, multiple regression analysis, t-tests, F-tests, as well as the classic assumption tests: normality test, multicollinearity test, and heteroscedasticity test. The multiple regression analysis equation formula was used to examine the relationships between the variables.

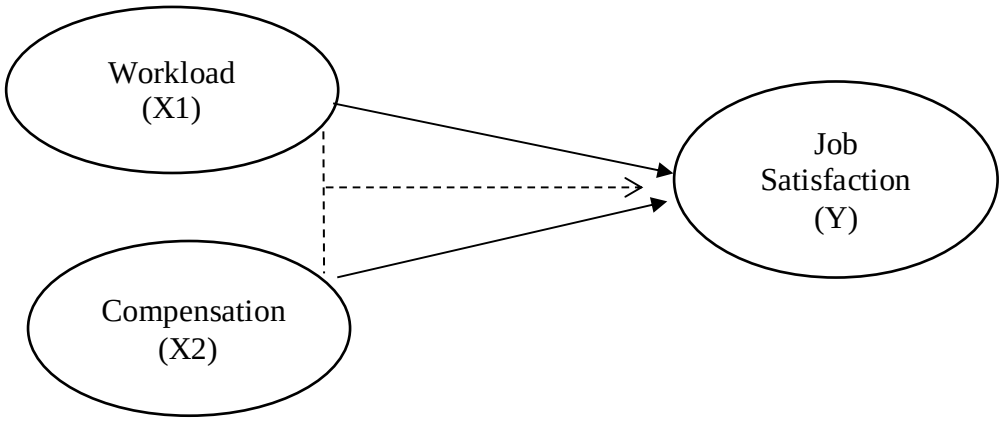
$$\mathbf{Y = a + b1\ X1 + b2\ X2}$$

Notes:
Y = Job satisfaction
A = Constant
b = Regression Coefficient
X1 = Workload
X2 = Compensation

3.1. Research Framework

Based on a review of the background and the formulation of the problems that have been raised, the following describes the framework model and the influence between research variables. This research seeks to find the effect of the independent variable (free) and the dependent variable (bound), where the independent variables are workload (X1), compensation (X2) and the dependent variable is job satisfaction (Y).

Workload (X1) as an independent variable which partially affects the dependent variable job satisfaction (Y). Compensation (X2) as an independent variable which partially affects the dependent variable job satisfaction (Y) and workload independent variable (X1) and compensation (X2) which simultaneously influences the dependent variablejob satisfaction (Y). The framework of thought in this study can be described in a chart presented as follows:



Information :——— = Partially, ---------- = Simultaneously

Figure 1. Relationship Between Independent and Dependent Variables
Source: Processed by the Author (2023)

Hypothesis:

1. Workload partially has a negative and significant effect on job satisfaction of apprentice students in the Internship & Independent Study (MSIB) program batch 3

PT. INKA Multi Solusi Service in the City of Madiun
2. Partial compensation has a positive and significant effect on job satisfaction of apprentice students in the Internship & Independent Study (MSIB) program batch 3 PT. INKA Multi Solusi Service in the City of Madiun
3. Workload and Compensation simultaneously have a positive effect on job satisfaction of apprentice students in the Intern & Independent Study (MSIB) program batch 3 PT. INKA Multi Solusi Service in the City.

3. RESULTS AND DISCUSSION

3.1. Research Results

3.1.1. Validity and Reliability Test

Table 1. Validity Test Result

No	Indicator	r-statistic	r-table	Information
1	Workload (X1)	0941	0.329	Valid
2	Compensation (X2)	0.374	0.329	Valid
3	Job Satisfaction (Y)	0.862	0.329	Valid

Source: Primary Data Obtained With SPSS Ver. 25

If r statistic (for each statement can be seen in the column (Corrected Item - Total Correlation) is greater than r table and the value of r is positive, then the statement is said to be valid. Based on the analysis that has been done, the results of the validity test can be said to be valid.

Table 2. Reliability Test Result

No	Indicator	Cronbach Alpha	r-table	Information
1	Workload (X1)	0936	0.329	Reliable
2	Compensation (X2)	0.942	0.329	Reliable
3	Job Satisfaction (Y)	0.804	0.329	Reliable

Source: Primary Data Obtained With SPSS Ver. 25

These results indicate that the data is above 0.6 so it can be said that the data is reliable.

3.1.2. Classical Assumption Test

Table 3. Normality Test Result

No	Approach	Alpha	Sig	Information
1	Monte Carlo Sig. (2 Taileds)	0.050	0.114	Normal Distributed

Source: Primary Data Obtained With SPSS Ver. 25

The significant value of 0.114 is above the alpha value of 0.050 so that it can be said that the data is normally distributed

Table 4. Linearity Test X1

			Sum of Squares	Df	Mean Square	F	Sig.
Job Satisfaction (Y) * Workload (X1)	Between Groups	(Combined)	36.271	11	3,297	0.462	0.908
		Linearity	5.269	1	5,269	0.738	0.399
		Deviation from Linearity	31.002	10	3,100	0.434	0.914
	Within Groups		164.300	23	7.143		
	Total		200.571	34			

Source: Primary Data Obtained With SPSS Ver. 25

Based on table 4, the value of Deviation from Linearity Sig is obtained. of 0.914 greater than 0.05. So it can be concluded that there is a significant linear relationship between the workload variable (X1) and the job satisfaction variable (Y). this shows that there is a good correlation between workload variables on job satisfaction.

Table 5. Linearity Test X2

			Sum of Squares	df	Mean Square	F	Sig.
Job Satisfaction (Y) * Compensation (X2)	Between Groups	(Combined)	43.060	11	3.915	0.572	0.832
		Linearity	4.078	1	4.078	0.595	0.448
		Deviation from Linearity	38.982	10	3.898	0.569	0.822
	Within Groups		157.512	23	6.848		
	Total		200.571	34			

Source: Primary Data Obtained With SPSS Ver. 25

Based on table 5, the value of Deviation from Linearity Sig is obtained. of 0.822 greater than 0.05. So it can be concluded that there is a significant linear relationship between the compensation variable (X2) and the job satisfaction variable (Y). this shows that there is a good correlation between workload variables on job satisfaction.

Table 6 Multicolinearity Test Result

No	Indicator	Tolerance	VIF
1	Workload	0.294	3,399
2.	Compensation	0.294	3,399

Source: Primary Data Obtained With SPSS Ver. 25

From the data above it can be concluded that the multicollinearity phenomenon does not occur because the tolerance value of 0.294 is more than 0.1 and the VIF value of 3.399 is less than 10.

Table 7. Heteroscedasticity Test Result

No	Indicator	Alpha	Sig	Information
1	Workload (X1)	0.050	0.898	There is no heteroscedasticity
2	Compensation (X2)	0.050	0.914	There is no heteroscedasticity

Source: Primary Data Obtained With SPSS Ver. 25

Based on the results of the heteroscedasticity test above, it can be concluded that the workload variable (X1) and the compensation variable (X2) do not occur heteroscedasticity because the significant values 0.898 and 0.914 are above 0.05

Table 8. Determination Test Result

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	0.766	0.587	0.562	0.83536

Source: Primary Data Obtained With SPSS Ver. 25

In the column Correlation coefficient (R) found a result of 0.766 between 0.750 – 1.000. From these results it can be interpreted that the relationship between workload (X1) and compensation (X2) variables on job satisfaction variable (Y) has a very strong level of relationship. In the coefficient of determination column (R Square) a value of 0.587 or 58.7% is found. This means that the ability of the workload variable (X1) and compensation (X2) to affect employee performance is 58.7%, the remaining 41.3% is influenced by other variables not examined in this study

3.1.3 Multiple Linear Regression Test

Table 9. Multiple Linear Regression Test Result

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	38.885	0.880		44.211	0.000
	X1	-0.354	0.058	-1.114	-6.142	0.000
	X2	0.132	0.044	0.551	3.040	0.005

Source: Primary Data Obtained With SPSS Ver. 25

Based on the results of the multiple linear regression analysis test in the table above, the multiple linear regression equation in this study is as follows:

$$\mathbf{Y = 38.885 + 0.354X1 + 0.132X2 + e}$$

Based on the multiple linear regression equation above, it can be concluded that:

a) Based on the results of the multiple linear regression test in the table above, it can be seen that the value of the constant coefficient a is 38.885. The coefficient constant is positive. With this in mind, it can be interpreted that if all the independent variables in this study include workload and compensation variables that are constant or have a zero value, then the performance value is 38.885
b) The regression coefficient of the work motivation variable is -0.354 which indicates that for every decrease in workload by one unit, job satisfaction will increase by 0.354 assuming that the other variables are constant.

c) The regression coefficient of the compensation variable is 0.132 which indicates that for every increase in compensation by one unit, job satisfaction will increase by 0.132 assuming that the other variables are constant.

Table 10. T Test Result

Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	Std. Error	Beta		
1	(Constant)	38,885	0.880		44,211	0.000
	X1	-0.354	0.058	-1,114	-6,142	0.000
	X2	0.132	0.044	0.551	3,040	0.005

Source: Primary Data Obtained With SPSS Ver. 25

The calculation results show T statistic X1 worth -6.142 and 3.040. The two variables are stated to have a significant effect because it is more than T table 2.036 and the significant value of the two variables is below 0.05

Table 11. F Test Result

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	31.785	2	15.893	22.774	0.000
	Residual	22.331	32	0.698		
	Total	54.116	34			

Source: Primary Data Obtained With SPSS Ver. 25

Based on the research results, the data obtained F = 22,774 so that simultaneously the workload variable (X1) and the compensation variable (X2) have a significant effect on the Y variable because it is above F table 2,901 and sig = 0,000 is below 0.05.

H1: Workload partially has a negative and significant effect on job satisfaction.
Statistically processed data showed a value of -6.142 > 2.036 with a significant value of 0.000 <0.050 also significant 0.000 <0.050 so it was concluded that workload (X1) had a negative and significant effect on job satisfaction (Y). H1 Accepted

H2: Partial compensation has a positive and significant effect on job satisfaction.
Statistically processed data showed a value of 3.040 > 2.036 with a significant value of 0.005 <0.050 also significant 0.005 <0.050 so it was concluded that compensation (X2) had a positive and significant effect on job satisfaction (Y). H2 Accepted

H3: Workload and compensation simultaneously affect job satisfaction.
Statistically processed data shows the value of F = 22,774 > F table 2,901 also with a significant 0,000 <0,050 so it is concluded that workload (X1) and compensation (X2) simultaneously affect the job satisfaction variable (Y). H3 Accepted

3.2. Discussion

3.2.1. Workload effect on Job Satisfaction

Based on the test results that have been carried out, it is indicated that there is an effect of workload on job satisfaction. In line with research (Afrizal, 2012; Kristianto, 2011). Excessive workload causes a decrease in job satisfaction so that the more work is handled, the lower the level of employee job satisfaction. In the perception of employees,

workload is an individual assessment of a number of task demands that require strong strength and concentration. Meanwhile, satisfaction is found when there is a balance between what he expects according to what he receives at work.

It is known from the research that the workload provided by the company is still considered high, so employees experience a decrease in job satisfaction. This can be seen that the time to complete the task, rest time, level of difficulty, job risk is still high and not in accordance with employee expectations. (Lathif & Giovanni, 2022) The decreased job satisfaction is also due to the workload assigned not in accordance with the wages given. In accordance with the initial interview that satisfaction decreased due to compensation not in accordance with the work demands given by the company. The results of the study strengthen previous research conducted by (Anggraeni, 2018; Hasyim, 2020; Safitri & Astutik, 2019; Saputra, 2022; Yo et al., 2015) which proves that workload has a negative and significant effect on employee job satisfaction.

3.2.2. Compensation effect on Job Satisfaction

Based on the results of the study, it shows that compensation has a positive effect directly on job satisfaction. From the results of the study it can be seen that good compensation can increase good job satisfaction as well. Employees will work well and according to company standards. Providing compensation also aims for job satisfaction. The purpose of job satisfaction is so that employees who have contributed through the work they do can be satisfied because the provision of compensation allows employees to feel valued, and also fulfills the needs of employee needs both physical, social status, and egoistic.

The high compensation from the analysis results will have an impact on job satisfaction. This statement is supported by the regression results which show that there is an effect of compensation on employee job satisfaction (Malino, 2020; Putra, 2012). The results of this study indicate that compensation affects employee job satisfaction. This result is consistent with research (Damayanti & Ismiyati, 2020; Inayah & Rohmah, 2021; Potale & Uhing, 2015; Putranto et al., 2013; Rachmasari, 2021) which analyzed the effect of compensation on job satisfaction that compensation has a positive influence on employee job satisfaction.

3.2.3. Workload and compensation on job satisfaction

When both workload and compensation are looked at simultaneously, the results show that a combination of moderate workload and adequate compensation tends to have a positive impact on job satisfaction. At moderate workload levels, employees feel challenged but not overburdened, while adequate compensation provides satisfactory rewards for effort put in (Hamid, 2014). In this situation, employees tend to be satisfied with their jobs, feel valued, and are highly motivated (Robbins, 2003).

However, the results also show that when workload is very high and compensation is inadequate, job satisfaction tends to decrease. Employees who feel overburdened with excessive tasks but are not adequately rewarded may feel unappreciated and feel physically and mentally exhausted. This can lead to decreased job satisfaction, decreased motivation, and increased risk of burnout. The results of this study are in line with the results of (Hasyim, 2020; Iroth et al., 2018) which showed that workload and compensation simultaneously affect employee satisfaction.

4. CONCLUSION

Based on the results of the study, it can be concluded that workload (X1) has a negative and significant effect on job satisfaction (Y), while compensation (X2) has a positive and significant effect on job satisfaction (Y). Moreover, both workload (X1) and compensation (X2) collectively influence job satisfaction (Y). The findings of this study have several policy implications that should be considered.

Firstly, effective workload management is crucial. It is important to evaluate and adjust the workload levels to prevent excessive work demands that may negatively impact employee job satisfaction. Policies may involve task modifications or proper resource allocation to reduce excessive workload.

Secondly, implementing a fair and proportionate compensation system is essential. Employees who feel valued and appropriately compensated are more likely to experience higher levels of job satisfaction. Therefore, policies can include reviewing and adjusting the payroll system, allowances, or other incentives to align with employees' contributions and responsibilities.

Then, striking a balance between workload and compensation is crucial. Appropriate policies may involve reducing high workloads by providing additional support or redistributing tasks more efficiently. Additionally, increasing compensation can be one of the strategies to enhance employee job satisfaction.

It is also crucial to provide training and development opportunities for employees to improve their skills and abilities in managing complex workloads. By improving employee qualifications, it is expected that the workload can be handled more effectively, and the compensation provided can be commensurate with the performance achieved.

Last, evaluating and improving the work environment is also necessary. This can be done by reviewing other factors that affect job satisfaction, such as employee relations, management policies, and environmental factors. This evaluation can be done through employee satisfaction surveys, interviews, or direct observation to gain insight into employee perceptions and experiences in the work environment.

In conclusion, considering the implications of this study, organizations can focus on managing workload, implementing a fair compensation system, achieving a balance between workload and compensation, providing employee training and development, and evaluating and improving the work environment to increase job satisfaction among employees.

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