

Conference Paper

The Effect of Role Ambiguity on Job Satisfaction Mediated by Employee Work Stress in Trading Business Barokah, Trenggalek East Java

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Abstract

The type of research being used is descriptive and quantitative research. The data is descriptive research and path analysis. The samples are taken from 53 respondents, using the simple random sampling method. These respondents are employees of Trading Business Barokah Trenggalek. The result of the Path analysis tests show that there is a significant negative direct relationship between ambiguity about the job role and employee satisfaction. Moreover, there is a significant positive relationship between ambiguity and employee job stress. Job stress impacts negatively on employee job satisfaction. Based on the given result, the researcher argues that maintaining communication about good work between employees and supervisors will avoid misunderstanding and reduce work stress at the trading business Barokah Trenggalek.

Keywords: Role Ambiguity, Job Stress, Job Satisfaction.

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Employee is one of the firm's important firm asset. Firm needs to manage this asset well to achieve the target. One of the activity to assure employee performance is keeping the flow of communication between employees and their supervisor well. This condition is necessary since it ease the flow of command and information between supervisor and subordinate. In addition, it ease manager to supervise it employee. Having good flow of information is also reduce the misunderstanding and ambiguity between employees and their supervisor, creating condition that promote efficiency. Having bad management of information between supervisor and subordinate is not only reduce performance but also decrease job satisfaction.

Ambiguity is occurred, because employee has no adequate information about their task (Hutami, 2011). Thus, employee can not make a good preparation for conducting their project. This condition create stress on employee because they confuse on their role in conducting particular job. In other words, they has no clear role and or information about conducting their job (Rizzo et al., 1970 in Rizwan et al., 2014). Muchlas (2008) and

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Luthans (2011) define ambiguity as a condition originated from unclear information about employee job description.

Rizzo et al., 1970 in Rizwan et al., 2014 and Sheraz et al., (2014) explain some points that can be ambiguity indicator, such as: the understanding of employee of their rights and authority; the purpose of the job; the understanding of how to conduct the job; the responsibility and the consequences of the job; the target and time allocation needed to finish the job; and their own expectation in the job conducted.

Handoko (2008) defined stress is a condition that can affect emotional and cognitive process of each individual. Seriously effect of stress is not only affect on invidual level but also it can influence organizational perfomance (Solaymannezhad; 2004 in Bemanaet al.. 2013). Mangkunegara defined stress as a depressed felling which is experienced by employee in conducting their job. Some characteristic can be referenes to formulate the measurement of having stress, such as emotional instability, depressed feeling, insomnia, excessive frustation, frequent smoking, anxious feeling, increasing of blood preasure, inability to relax, and indigestion.

Stress is one of the main factor that can disrupt employee job satisfaction (Umar, 2009). The level of job satisfaction is negatively correlated with stress. Kouloubandi (2012) suggest some factors that become the source of stress, such as excessive work load, role ambiguity, and lack of recognition. Another suggestion, Schermerhorn et al., (2001) stated that too much work loaf, role ambiguity, bad relationship with others, and slow of career development.

Robbins & Judge (2015) stated that job satisfaction is the collection of positive feeling related on conducted working activity. Employees that have positive feeling related on their job indicates that they have good job satisfaction and *vice versa*.

Based Robbins and Judge (2015), there are two measurement in measuring job satisfaction. The first method is evaluate the respond of employee based the answer of the questionnaire issued regarding on their job. The second method is accumulate the score of each job aspect, such as the characteristic of job, the amount of incentive, the opportunity of career promotion, and the relationship with other colleagues. Job satisfaction is not only related about the working condition, but also it covers the employee personal characteristic.

Hasibuan (2013) stated that job satisfaction is emotional behavior that express love and happy with the job which reflected by discipline and achievement. Suwatno and Priansa (2011) suggest that job satisfaction is the individual point of view of their job which reflected by their behavior which cover on their job aspect. Job satisfaction is

measured using indicator: The job it self, the relationship with other colleagues, the relationship with supervisor and incentive (Luthans, 2011).

Based on interview with the owner of trading business Barokah Trenggalek, a company that trade electrical and building material, stated that trading busines Barokah employees are not give specific description of the job. Based on the interview with employee of trading business Barokah, they informed us that there is no clear explanation related on job description. Since there is no specific explanation regarding on job that they conducted, they feel overwhelmed with their job. They also stated that the instructions were often unclear. Thus, it create confusion within employee in conducting their job. Moreover, the incentive is less than regional minimum wage of Kabupaten Trenggalek.

TABLE 1: Interviews With Employees

No	Variable	Number of Respondents	Frecuency
1	Role Ambiguity	30 People	24 People
2	Job Stress	30 People	21 People
3	Job Satisfaction	30 People	6 People

(source: data processed by researchers, 2019)

Table 1 shows the recapitulation of respondent response. It shows that job satisfaction is tend to be in low level. It is reflected by only 6 from 30 employee feel enough satisfy with their job.

Khattak et al., (2013) and Rizwan et al. (2014) show that there is negative relationship between role ambiguity and job satisfaction. However, some studies found that role ambiguity has no significant effect on job satisfaction (Handayani, 2012; Bernana, 2013; Rohamawati, 2016).

Other studies found a unique result. Safaria et al., (2011), Rohmawati (2016), Rizwan, dkk. (2014), Rosaputri (2012), Triyono & Prayitno (2017) found that role ambiguity has positive effect on stress.

Studies that investigate the effect of job stress on job satisfaction also found various result. Mansoor et al., (2011), Rohmawati (2016), Rizwan, dkk. (2014), Bemana, dkk. (2013), Sheraz, dkk. (2014) found negative relationship between job stress and job satisfaction. Other studies found that job stress has positive effect on job satisfaction. (Sormin et al., 2017; Hanim, 2016) Based on the explanation above the purpose of this study are:

- 1) To analyse the effect of the role ambigutiy on job satisfaction in the employee of trading business Barokah Trenggalek

2. 2) To analyse the effect of the role ambiguity on job stress in the employee of trading business Barokah Trenggalek
3. 3) To analyse the effect of job stress on job satisfaction in the employee of trading business. Barokah Trenggalek;
4. 4) To analyse the effect of role ambiguity on job satisfaction mediated by job stress in the employee of trading business. Barokah Trenggalek.

1. Research Method

This study is quantitative research. The instrument that we use is questionnaire which analyse using validity and reliability test. The result of the validity test is valid and reliable. The population in this study is 60 employee of trading business. Barokah Trenggalek. Simple random sampling is chosen as our sampling technique. Using Slovin formula, we calculated the number of minimum samples that needed. The result of the calculation is 52 respondents. The collected data is analyzed using descriptive analysis, classical assumption analysis, path analysis, hypothesis test and Sobel test.

2. Result

Based on the data that we collected, statistic descriptive analyses can be conducted for each variable. The value of Grand Mean of role ambiguity is 4.35. It indicates the level of role ambiguity in Trading business is quiet high. The Grand Mean of job stress is 4.50. It also reflects the level of job stress of employee in trading business is quiet high. The value of Grand Mean of job satisfaction is 1.56. It indicates that the employee of trading business not satisfied with their job. The result of Normality test shows that the distribution of residual is normalky distributed since the p-value of *Kolmogorov Smirnov* test is more than 0,05 (p-value = 0,20).

The result of Heterokedasticity shows that there is no heterokedasticity problem. Since there is no problem in classical assumption test, we then conducted path analysis.

The regression equation of table 1 can be explained e:

P (Path Coefficient) = 0,350 is path coefficient of X merupakan X , which mean Job Satisfaction (Y) can be explained by Role Ambiguity (X) by the amount of 0,350.

e_1 (Error effect) = unidentified variable (*error*) can be computed:

$$Pe_1 = \sqrt{1 - R_1^2} = \sqrt{1 - 0,122} = \sqrt{0,878} = 0,937$$

TABLE 2: The Regression Result of Blok I from Variable X (Role Ambiguity) on Variable Y (Job Satisfaction)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,350 ^a	,122	,105	,21086

a. Predictors: (Constant), role ambiguity_X

b. Dependent Variable: job satisfaction_Y

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,887	,497		5,810	,000
	Role ambiguity_X	-,304	,114	-,350	-2,668	,010

a. Dependent Variable: job satisfaction_Y

(Source: Data processed by researcher, 2019)

The effect of error in structure structural Blok I is 93,7%. Thus it can be means that the information contained in those computation is able to explain the effect of exogen variable on endogen variable with the value of 6,3%, while the rest is 93,7% is affected by other variables that is not included in this study.

TABLE 3: The Regression Result of Model Blok II from Role Ambiguity (X), Job Satisfaction (Y) and Job Stress (Z)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,498 ^a	,248	,218	,19486

a. Predictors: (Constant), Job Satisfaction _Y, Role Ambiguity_X

b. Dependent Variable: Job Stress _Z

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,781	,592		6,388	,000
	Role ambiguity_X	,270	,113	,314	2,398	,020
	Job Satisfaction_Y	-,289	,129	-,292	-2,234	,030

a. Dependent Variable: Job Stress_Z

(Source:: Data Processed by Research, (2019)

The regression equation of table 2 is:

P (Path Coefficient) = 0,314 is path coefficient X which reflect job stress (Z). Our analysis shows that it can explained by role ambiguity (X) by 0,314.

P (path coefficient) = 0,292 is path coefficient Y which means job stress (Z). It can be explained by job satisfaction (Y) by 0,292.

e_2 (Error effect) = unidentified variable which can not be identified (*error*) is computed by:

$$Pe_2 = \sqrt{1 - R_2^2} = \sqrt{1 - 0,248} = \sqrt{0,752} = 0,861$$

The effect of error in second regression is 86,1%. Thus, it can be interpreted as information contained in the computation result can only explained the effect of exogenous variable on endogenous variable by 13,9%, while the rest, 86,1%, is affected by variable that is not included in our study.

The indirect effect of X variable on Y variable mediated by Y variable is computed by formula as:

$$PTL = (Pxz \times Pzy)$$

Keterangan:

PTL = Indirect effect

Pzx = The effect of role ambiguity (X) on job stress (Z)

Pyz = The effect of Job Stress (Z) on Job Satisfaction (Y)

Sehingga:

$$PTL = (Pxz \times Pzy) = (0,314) \times (0,292) = 0,091$$

Based on the calculation can be explained that the indirect effect of role ambiguity (X) on job satisfaction (Y) mediated by job stress (Z) is 9,1%.

The total effect of X variable on Y variable mediated by Z variable can be calculated by the formula showed below:

$$PT = Pxy + PTL$$

Notes:

PT = Total effect

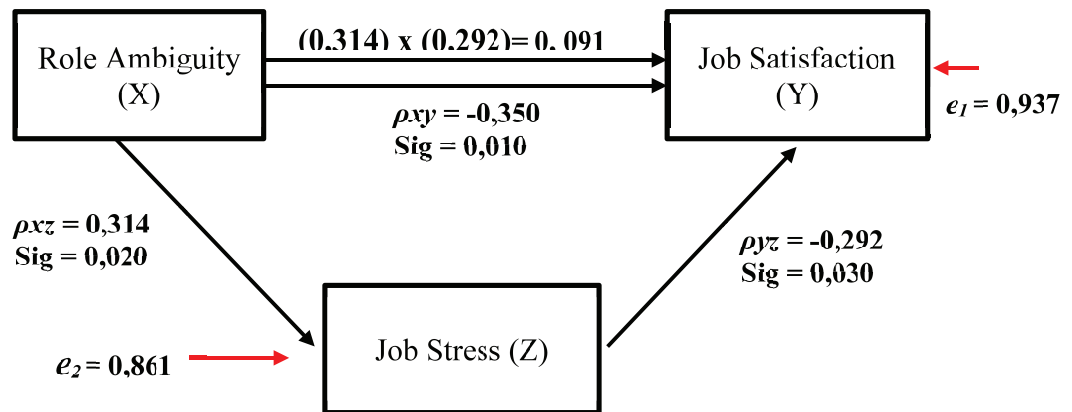
Pxy = The effect of role ambiguity (X) on Job Satisfaction(Y)

PTL = Total Indirect effect

Thus:

$$PT = 0,350 + 0,091 = 0,441$$

Based on those calculation, it explained that the effect of role ambiguity (X) on job satisfaction (Y) mediated by job stress (Z) is 44,1%.



- Notes :
- Z : Job Stress
 - Y : Kepuasan Kerja
 - X : Role Ambiguity
 - : Direct Effect
 - : Indirect Effect
 - : Residual or Prediction Error

Figure 1: Relationship between All Variables (Source: Data processed by research, 2019).

The effect of role ambiguity in job satisfaction is $t_{count\ it} (-2,668)$ ($t_{count\ it} > t_{table} \mid t_{table}=1,674$) and the p-value is 0,010 ($p < \alpha \mid \alpha=0,05$). It means that H_0 is not supported and H_a is supported. In other words, role ambiguity has negative effect on job satisfaction. Thus, this result support H_{a1} .

The effect of role ambiguity on job stress is positively significant. It shown by the value of $t_{count\ it}$ which is 2,398 ($t_{count\ it} > t_{table} \mid t_{table}=1,674$) and the value of p value is 0,020 ($p < \alpha \mid \alpha=0,05$). it means H_0 is not supported and H_a is supported

The effect of job strees on job satisfaction is negatively significant. It shown by the value of the $t_{count\ it}$ sebesar (-2,234) ($t_{count\ it} > t_{table} \mid t_{table}=1,674$) and the p-value is 0,010 ($p < \alpha \mid \alpha=0,05$). It indicates that the H_0 is not supported and H_a supported.

The effect of role ambiguity on job satisfaction mediated by job stress is significant. It shown by the sobel test that $t_{count\ it}$ is 2,318 ($t_{count\ it} > t_{table} \mid t_{table}=1,674$) and the value of p value is 0,020 ($p < \alpha \mid \alpha=0,05$).

3. Pembahasan

3.1. The Description of The Role Ambiguity, Job Stress, and Job Satisfaction

Based on the result of descriptive statistic, it shows that that ambiguity role of trading business Barokah Trenggalek employee is in high level. This result is also occurred in job stress. Align to other variable results, the level of job satisfaction in trading business Barokah Trenggalek is categorized in low level.

We found that the more role ambiguity occurred, the more job satisfaction decrease. The employee of trading business Barokah employee is tend to feel that there is no clear communication regarding on the task that given from supervisor. They told as the task is often suddenly emerge so employee can not adapt well with the new assignment. This result similar with previous studies, such as Khattak et al., (2013) and Riswan et al., (2014).

3.2. The Positively Direct Effect of Role Ambiguity on Job Stress

Based on the results of research conducted by researchers on respondents trading business Barokah Trenggalek obtained results about the ambiguity of a positive direct role on job stress. The higher the ambiguity of the role experienced by employees, the higher job stress felt by employees. Trading business employees. Barokah Trenggalek, which rarely receives and orders tasks that are often replaced by superiors, makes employees often feel easily anxious and afraid to make mistakes in their work. Tasks given by superiors with unclear information can cause employees to do their jobs so employees must repeat their work, reworking will reduce the effectiveness of employees, understand the information provided by superiors is still incomplete or clear, then the employee needs to look for information clearly, the information obtained is obtained, as well as the imbalance received is not in accordance with the work done by the employee can increase the company which can eventually lead to companies increasing stress.

The results of this study support the research conducted by Safaria, et al. (2011) describing that role ambiguity with job stress is related to a positive relationship. This study relates to previous research conducted by Rohmawati (2016), Rizwan, et al. (2014), Rosaputri (2012), Triyono & Prayitno (2017) found a positive difference between role ambiguity and job stress. Different results were obtained from research conducted by Bemana, et al. (2013) who found that the role ambiguity towards work stress was not significant.

3.3. The Positively Direct Effect of Job Stress Ambiguitas on Job Satisf

Based on the results of research conducted by researchers on trading business employee respondents. Barokah Trenggalek obtained results that job stress directly had a negative effect on job satisfaction. The higher the job stress experienced by employees, the job satisfaction felt by employees will be lower. UD employees. Barokah Trenggalek who feels easily anxious and afraid to make mistakes in work will feel less comfortable in working. Poor communication with superiors and superiors who are less able to understand the condition of employees who are facing problems in their work can also cause employees to feel dissatisfied. Superiors who lack communication can increase tension and anxiety for employees.

This research is supported by previous research by Mansoor, et al. (2011), Rohmawati (2016), Rizwan, et al. (2014), Bemana, et al. (2013) Sheraz, et al. (2014) found a negative influence between work stress on job satisfaction. The results of these studies are different from the results of research conducted by Sormin, et al (2017) and Hanim (2016) found that work stress on job satisfaction has a positive effect.

3.4. The Effect of Role Ambiguity on Job Satisfaction Mediated by Job Stress

Ambiguity of the role that occurred at trading business Barokah Trenggalek is indeed in a very high category. This affects the level of satisfaction felt by the work employees to be very low. Poor communication between superiors and fellow co-workers makes employees feel less comfortable at work.

Ambiguity of roles experienced by trading business employees. Barokah Trenggalek will cause work stress to employees. This can be caused by superiors who want employees to complete tasks that are given well, while the information received by employees regarding the tasks received is still lacking so that employees will feel depressed and anxious when employees cannot complete the tasks given properly

The results of this study are supported by research conducted by. This research is supported by research conducted by Ain, et al (2013) suggesting that job stress mediates the influence of role conflict on job satisfaction. Rohmawati (2016) suggests that work stress can mediate the influence between ambiguity on job satisfaction. Research conducted by Khattak et al. (2015) showed that work stress was able to mediate the influence between role conflict on job satisfaction.

4. Conclusion and Suggestion

1) Description of role ambiguity according to respondents from trading business employees. Barokah Trenggalek can be classified as very high. Furthermore, the description of work stress described by respondents at trading business Barokah Trenggalek can be classified into very high categories. Finally, the description of respondents' job satisfaction at trading business Barokah Trenggalek can be classified in the category of very dissatisfied.

2) There is a positive and significant influence between role ambiguity on job stress felt by trading business employees. Barokah Trenggalek. This can be interpreted that the higher the role ambiguity or the higher the job stress stress felt by employees.

3) There is a negative and significant influence between role ambiguity on job satisfaction perceived by trading business employees. Barokah Trenggalek. It means that the higher the ambiguity of the role, the perceived job satisfaction will be lower, and vice versa.

4) There is a positive and significant influence between role ambiguity on job stress felt by trading business employees. Barokah Trenggalek. This can be interpreted that the higher the role ambiguity or the higher the work stress felt by employees.

5) There is an influence between the ambiguity of the role on job satisfaction through job stress perceived by trading business employees. Barokah Trenggalek. It can be interpreted that job stress mediates the influence between role ambiguity on job satisfaction.

5. Suggestion

1) Trading business owner is expected Barokah Trenggalek provides clear and complete information to employees when providing work instructions that often change so that employees understand what is their responsibility.

2) It is expected to maintain communication about good work among fellow employees and also with superiors so there is no misunderstanding in doing work at trading business Barokah Trenggalek.

3) It is recommended that further researchers to develop their research not only focus on role ambiguity, job stress, and job satisfaction but with other variables, such as role conflict and workload.

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