

The Antecedent Of Job Insecurity And Work Stress On Job Satisfaction In Tourism Industry

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ABSTRACT The advancement of the travel industry in Bali, has gotten open consideration as a vocation that guarantees salary. To examine the impact of work stress hands on job insecurity of drivers of the Blue Bird Bali organization and to break down the mediating role of work stress on the impact of job insecurity hands on work satisfaction of drivers the Blue Bird Bali organization. This study uses 67 driver respondents as a samples, from the amount 200 be identified. Data collection by online questionnaires. This research tested by quantitative methods with SEM-PLS analysis. The results of hypothesis testing indicate that 1 of 4 hypotheses were rejected and accepted. Relationship of job insecurity to work stress, job insecurity in job satisfaction affect positively, work stress for job satisfaction affect negatively, and work stress mediate on job insecurity to job satisfaction. This exploration is identified with the assurance of tests utilizing arbitrary inspecting system which chooses one work move, then the following examination can apply another example assurance procedure. These research model enriches the concept of human behavior in job satisfaction. This results indicate that human in their behavior on job insecurity, and work stress. This paper contributes scholars by examining the job insecurity with work stress and how it relates to job satisfaction.

Key words: Job satisfaction, Job insecurity, Work stress, Tourism industry

ABSTRAK Kemajuan industri perjalanan wisata di Bali, telah mendapat perhatian terbuka sebagai sebuah pekerjaan yang menjamin gaji. Untuk menguji pengaruh stres kerja tangan terhadap ketidakamanan kerja pengemudi organisasi Blue Bird Bali dan untuk menguraikan peran mediasi stres kerja terhadap dampak ketidakamanan kerja tangan terhadap kepuasan kerja pengemudi organisasi Blue Bird Bali. Penelitian ini menggunakan sampel sebanyak 67 responden pengemudi, dari total 200 orang yang teridentifikasi. Pengumpulan data dengan kuesioner online. Penelitian ini diuji dengan metode kuantitatif dengan analisis SEM-PLS. Hasil pengujian hipotesis menunjukkan 1 dari 4 hipotesis ditolak dan diterima. Hubungan ketidakamanan kerja terhadap stres kerja, ketidakamanan kerja terhadap kepuasan kerja berpengaruh positif, stres kerja terhadap kepuasan kerja berpengaruh negatif, dan stres kerja memediasi ketidakamanan kerja terhadap kepuasan kerja. Eksplorasi ini diidentifikasi dengan pengujian jaminan yang menggunakan sistem pemeriksaan sewenang-wenang yang memilih satu langkah pekerjaan, kemudian pemeriksaan berikutnya dapat menerapkan contoh prosedur jaminan yang lain. Model penelitian ini memperkaya konsep perilaku manusia dalam kepuasan kerja. Hasil ini menunjukkan bahwa manusia dalam perilakunya terhadap ketidakamanan kerja, dan stres kerja. Makalah ini memberikan kontribusi bagi para sarjana dengan mengkaji ketidakamanan kerja dengan stres kerja dan bagaimana kaitannya dengan kepuasan kerja.

Kata kunci: Kepuasan kerja, ketidaknyamanan kerja, stress kerja, industri pariwisata

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INTRODUCTION

The travel industry in Bali is developing quickly which can be seen from the degree of remote visitor landings from 2015 - 2019. In view of information from the Central Bureau of Statistics of the Province of Bali in table 1, in 2016 to 2017 remote traveler entries expanded by 14.8%

and in 2018 to 2019 demonstrated an expansion of 23.1%. The travel industry in Bali has encountered an advancement that can be seen from the expansion in vacationer visits each year. The treatment of the travel industry includes multi-monetary segments as supporting offices required by voyagers, such offices as lodgings, eateries and visitor transportation.

Table 1. Arrival of Foreign Tourists to Bali in 2015 – 2019

Month	Year				
	2015	2016	2017	2018	2019
January	232,935	279,257	301,748	350,592	460,824
February	241,868	275,795	338,991	375,744	453,985
March	252,210	276,573	305,272	364,113	425,499
April	242,369	280,096	313,763	380,767	477,464
May	247,972	286,033	295,973	394,557	489,376
June	275,667	330,396	359,702	405,835	504,141
July	297,878	361,066	382,683	484,231	592,046
August	309,219	336,763	303,621	438,135	601,884
September	305,629	354,762	389,060	445,716	550,520
October	266,562	341,651	369,447	432,215	465,085
November	307,276	296,876	270,935	413,232	361,006
December	299,013	347,370	370,640	442,800	~
Annual	3,278,598	3,766,638	4,001,835	4,920,793	~

The quantity of visitor transportation enlisted in ASITA (Association of the Indonesian Tours and Travel Agencies) Bali individuals are 413 vacationer transport organizations. This does exclude accessible travel independent operators. Different weights that come not just from outside components of the organization, for example, rivalry with comparative organizations yet the weight brought about by inner elements of the organization. One of the organization's interior factors as an organizational resource that can drive an organization is HR. HR is required in the generation procedure that can influence the proficiency and viability of an organization. This human asset resource applies to all business enterprises including the travel industry. Drivers are human asset resources

that can decide the achievement of the travel industry transport organizations in accomplishing organizational objectives.

That one that must be considered in the organization to have the option to stroll as per the targets expected by the board is a representative, in light of the fact that with the arrangement of help and great administration, the worker will feel fulfillment in the work and the organization will make things this is as critical to accomplish organization objectives (Dessler,2013). Blue Bird Bali is one of the organizations occupied with the field of the travel industry transportation situated in the Jimbaran region. To discover the ebb and flow circumstance, in this investigation perceptions were made and solicited legitimately to 11 drivers from Blue Bird Bali who were working. The consequences

of meetings were 8 individuals out of the all-out drivers met said vulnerability regarding pay rates as a commission that was gotten by the driver wound up one of the reasons for their disappointment at work. The commission has a degree of 30%, 40% and half. On the off chance that the day by day pay is Rp. 500,000 under 30% driver commission. Driver's pay vulnerability is identified with apparent work satisfaction. The rest of the 3 drivers that the analysts talked with reacted to this issue not as an issue of occupation disappointment but rather as a test to contribute more to the organization which must be satisfied. With the working framework, the driver thinks there is no other activity decision so the driver must pursue the foreordained work framework.

Job insecurity depicts a representative's sentiments about their work (Belias, 2013). Job insecurity speaks to negative and positive emotions from representatives' view of the work they are confronting, to be specific an inclination for achievement and success at work, high job insecurity infers that workers feel upbeat and alright with the association's natural conditions and are remunerated with the work (Aziri, 2011). Job insecurity is a wonderful enthusiastic disposition and adores his activity. This frame of mind is reflected by work confidence, control, and work execution (Loi, 2011). Job insecurity is weakness to keep up the ideal coherence in compromised working conditions (Adkins *et al.*, 201). Job insecurity as nervousness felt by representatives at work where they are looked with horrendous conditions (Kang *et al.*, 2012). Job insecurity weakness impacts execution when states of work satisfaction are low (Lu *et al.*, 2014). Workers will encounter weakness which increments because of the flimsiness of business status and pay levels that can't be anticipated (Feng, 2008). Representative frames of mind toward work satisfaction identified with job insecurity are considered as the primary stage before occupation misfortune and

happen with regards to hierarchical change (Bosman, 2005). The more secure or the lesser sentiment of being undermined, upset and powerless felt by workers in the earth, the higher the degree of work satisfaction (Wang, 2014).

There was a connection between stress and satisfaction when work pressure expanded, it would affect work satisfaction (Jehangir *et al.*, 2011). Work stress can be produced from the expanding number of difficulties confronted, for example, the workplace, attributes of progressively high challenge, not having the option to benefit as much as possible from time, uncontrolled components, and lacking space to work (Nazurdin *et al.*, 2012). Everybody feels focused on as a result of the powerlessness of an individual to counteract the development of dangers that influence the parts of work, absence of comprehension of the work, the weight of data that is excessively substantial or in light of the fact that it pursues the occasions (Kinicki, 2013). Additionally, demonstrates that work stress influences job satisfaction (Rosen *et al.*, 2010). An individual's failure to control dangers that emerge in his work can cause work stress. That activity frailty that has turned into a stressor that is frequently looked into in current work life and researchers have discovered experimental help for the connection between work uneasiness and worker response (Cuyper *et al.*, 2008). That job insecurity can be depicted as a mix of apparent dangers to their work, and a sentiment of weakness to take care of this risk discovers results that laborers who have tensions at work will experience worry because of expectation about issues related with future occupation misfortunes (Yoshoglu *et al.*, 2013). The experience of job insecurity potentially affects loss of salary that makes work stress (Otterbach & Sousa, 2014).

Job satisfaction can happen in any organization, including the traveller transportation industry were in this investigation the driver of Blue Bird Bali.

The wonder of job satisfaction at Blue Bird Bali organizations can have a negative effect that will meddle with the presentation of Blue Bird Bali since the absence of satisfaction in work will cause work confidence to diminish, efficiency progresses toward becoming lower which results in poor administration gave. So for this situation, there should be an activity that can build driver satisfaction In view of the foundation and definition of the issues that have been depicted, the exploration targets of this investigation are as per the following: To investigate the impact of job insecurity hands on work satisfaction of drivers of the Blue Bird Bali organization, To dissect the impact of job insecurity on the work stress of drivers of the Blue Bird Bali organization, To examine the impact of work stress hands on job insecurity of drivers of the Blue Bird Bali organization and To break down the mediating role of work stress on the impact of job insecurity hands on work satisfaction of drivers the Blue Bird Bali organization.

METHODOLOGY

This exploration will utilize a quantitative research approach and causality (causal), where this methodology means to discover how a variable influences different factors. This information gathering itself plans to discover how the impact of job insecurity on driver job satisfaction is mediated by work stress. The factors utilized in this examination are job insecurity as exogenous factors, driver job satisfaction as endogenous and work stress as mediating variables. The investigation procedure utilized is Structural Equation Modeling (SEM) with Partial Least Square (PLS) approach. PLS is an amazing systematic technique I since it tends to be connected to all sizes of the information, does not require a great deal of presumptions and ought not be enormous example size (Marcoulides & Saunders, 2006). The populace utilized in this investigation is the Blue Bird Bali

driver. The quantity of the driver of the organization's 200 drivers is partitioned into three (3) shifts. Each move has distinctive traffic and amounts. The examining technique in this investigation uses statistics /immersion strategy. Statistics strategy is an information gathering method utilizing the whole populace (Preacher, 2007). Populace choice in this investigation was on the evening shift on the grounds that there were more drivers toward the evening shift just as overwhelming work traffic so the examination test utilized 67 drivers afternoon shift. The estimation scale utilized is a Likert Scale of 1 to 5, at where worth 1 demonstrates the size of the unequivocal dissent (STS) explanation, esteem 2 demonstrates the size of the deviate (TS) proclamation, esteem 3 demonstrates the size of the nonpartisan articulation (N), esteem 4 demonstrates the concur (S) proclamation and worth 5 demonstrates the announcement emphatically concur (SS).

RESULT

Validity test is proposed to test whether the things in the announcement on the survey are legitimate. The instrument to be valid on the off chance that it has a connection coefficient among the grain scale and the complete score in the instrument is more prominent than 0.30 ($r \geq 0.30$). Reliability quality alludes to the estimation of Cronbach's alpha with a cut-off of 0.60 (Hair *et al.*, 2010). The whole examination has a Cronbach Alpha connection coefficient more noteworthy than 0.60 with the goal that all factors are said to be solid, at that point the instrument can be proceeded. In evaluating the external model three criteria are used, specifically, centered authenticity, discriminant authenticity, and composite resolute quality. Appraisal of estimation models reliant on outer stacking for clever pointers with criteria, specifically, shrewd criteria are seen as generous if they have a stacking

a motivation above 0.50 just as at quantifiable motivator above 1.96 which suggests that the model has joined authenticity.

In demonstrates that the consequences of the reconsidered model of job insecurity, work stress, and job satisfaction markers have an external stacking estimation of more than 0.5. Pointer job vagueness is the most grounded proportion of the work stress variable since it has the most astounding external stacking an incentive with an estimation of 0.902. Assessment of estimation models dependent on cross stacking is utilized to evaluate whether the development has great discriminant legitimacy. Discriminant legitimacy is viewed as legitimate on the off chance that it has cross stacking, every marker in the pertinent variable has the greatest worth contrasted with cross stacking other idle factors. It very well may be seen that the cross stacking was acquired each dormant variable is higher than the inert factors other so it tends to be said that the inactive factors have met discriminant legitimacy, it tends to be seen that the relationship build of occupation fulfillment (Y) with the pointer was higher than the connection with job insecurity markers (X1), and work stress (M). Job insecurity (X1) build relationship with the pointer is higher than the connection with job satisfaction markers (Y), and work stress (M). Work stress connection (M) with the marker is higher than the relationship with job insecurity (X1) pointer, and job satisfaction (Y). The build dependability of the estimation model with intelligent pointers can be estimated by taking a gander at the composite unwavering quality worth and strengthened by the estimation of Cronbach's alpha. Estimation of composite unwavering quality and Cronbach's alpha is great on the off chance that it has an estimation of 0.7035. In demonstrates that the estimation of composite unwavering quality and the estimation of cronbachs alpha for all develops has an estimation of more than 0.7. In this manner in the

examination model, each exploration develop meets great reliability.

Testing the internal model or auxiliary model intends to see the connection between dormant builds, criticalness esteems and R-square of the decided research model. In light of the exploration model that has been resolved and has been tried by SEM-PLS investigation, the consequences of testing the internal model are as per the following in Figure 2. The basic model was assessed by utilizing the R-square for the dependent construct and t test with the significance of the basic way parameter coefficient. Whether the R-square estimation of the job satisfaction variable is 0.124. This can be deciphered that 12.4% of the fluctuation of the job satisfaction build is clarified by the factors of job insecurity and work stress, while 87.6% of the job satisfaction factors are clarified by factors outside the model. Work stress factors have R-square 64.2% of inconstancy clarified by job satisfaction and job satisfaction while 35.8% of work stress factors are clarified by factors outside the model.

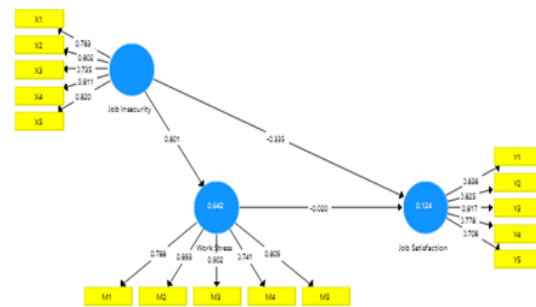


Figure 2. Structural Model

The estimation of every parameter seen from its hugeness worth shows data identified with the connection between the factors utilized in this examination. Testing the speculation in this investigation is to utilize or allude to the yield way coefficient esteems as appeared. From the consequences of counts implies that the job of word related stress as mediate have VAF estimation of - 0.020 (- 2,0 %). These outcomes show that job stress factors don't have a job as middle people between job

insecurity factors and job satisfaction. These outcomes show the more elevated amount of risk and weakness of representatives does not build work worry as a fortification of job satisfaction, so the theory which expresses that work stress goes about as a go between of the connection between job insecurity and job satisfaction isn't demonstrated.

DISCUSSION

The powerlessness of Blue Bird Bali's organization strategy in deciding the status of senior drivers will be inspected for 3 months given essential preparing to cutting edge preparing, and the dispatcher determination framework in deciding drivers who take certain occupations and guarantee drivers can satisfy client needs can represent a risk to their work if the driver can't meet the organization's solicitation. The driver additionally gives a reaction to the administration whenever given a vocation that isn't excessively constrained by the driver, for example, conveying Chinese travelers who utilize the language of the nation. Different conditions, for example, their working hours recorded hands on work area at 9:00 yet organization visitors mentioned that they are served at 7:00. The higher the job insecurity of the driver in a roundabout way diminishes satisfaction with the work done in the organization. Led a comparative report whose outcomes expressed that there was a negative impact from job insecurity with job satisfaction (Zheng *et al.*, 2014). That workers who feel high job insecurity will have low job satisfaction (Sora *et al.*, 2010). Secured that position instability impacts job satisfaction (Sila *et al.*, 2010). The investigation of chose survivor organizations secured that job insecurity has a non-huge relationship to job satisfaction (Pillay, 2006).

These discoveries show that the job insecurity of Blue Bird Bali is very high so the organization must offer great work comfort so representatives have a sense of

security with work in the organization. From the aftereffects of the examination, it very well may be seen that when the significance of work is high, the significance of work occasions is sufficiently high, the likelihood of negative changes in business factors and the powerlessness of representatives towards their work is high, the stress of the work will increment. The consequences of this examination are in accordance with the exploration directed (Huang, 2013), in his exploration securing position frailty is decidedly identified with work stress. The sentiment of a driver's anxiety for his activity with a dread of being supplanted by a superior driver in transportation administrations gives its very own improvement to drivers who work at PO CWM. Demonstrates that there is a noteworthy connection between job insecurity and work stress in medical clinic attendants (Yozgart, *et al.*, 2013). Job insecurity makes work stress that increments and can possibly cause social, passionate and mental effects. State that job insecurity can be portrayed as a mix of apparent dangers to their work, and sentiment of vulnerability to take care of this risk discovers results that laborers who have work stress will experience worry because of expectation of issues identified with employment misfortune later on (Yashoglu, 2013). The experience of job insecurity potentially affects the loss of salary that makes work stress (Otterbach & Sousa, 2014).

The remaining task at hand given by the organization to the driver will give commissions of 30%, 40% and half. In the event that the everyday salary is Rp. 500,000 under 30% driver commission. This salary vulnerability makes drivers experience work stress. With this work framework, the driver thinks there is no decision to work all the more tenaciously and effectively job satisfaction as pay that suits his needs so the driver must pursue the foreordained work framework. There were huge contrasts among government and non-

government representatives. There are numerous components that impact job satisfaction (Nahar, 2013).. Research demonstrates that there is a positive connection between work stress and representative job satisfaction. Work stress affects representative efficiency looking for some kind of work stress positively affect job satisfaction (Dwamena, 2012). Portraying the work stress of tile assembly line laborers in Trichur District in Kerala found that work stress positively affected job satisfaction (Radhakrishnan, 2013).

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CONCLUSION

In light of the examination and discourse that has been expressed, the ends and aftereffects of the exploration are as per the following job insecurity does not have a noteworthy negative impact on job satisfaction. This demonstrates job insecurity does not influence job

satisfaction. Job insecurity positively affects work stress. This demonstrates the higher the weakness of the driver at work, it will build the work stress felt by the driver. Job stress is definitely not a critical beneficial outcome on employment fulfilment. This demonstrates the work pressure felt by the driver in a roundabout way builds fulfilment with the work done in the organization.

ADVICE

In view of the ends above, it very well may be advanced a few recommendations that are relied upon to be helpful for organizations, governments or for different gatherings. The accompanying recommendations are given, the administration to offer more an incentive to representatives to build work fulfilment to the organization, for example, work bolster offices or better advantages. Indicator of the likelihood of negative changes in work factors in the activity instability variable has a sufficiently high worth. Scientists propose to the executives that they can improve relations and social help between representatives with the goal that workers don't feel weight in working for organizations. Indicators of vulnerability in employment uncertainty that are sufficiently high should be a worry of the organization in giving space to each driver to offer goals to the organization.

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