



The Effect of Emotional Weakness on Work Satisfaction and Organizational Commitments in the Office of Customs Control and Service Excise on Madya Customs Type B Kualanamu

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Abstract

The task of the Office of Customs and Excise Customs and Excise Inspection Type B Kualanamu is to carry out customs and excise supervision and services in accordance with its Professional Motto namely Progressive, Effective, Visionary and Totality. This agency is always on standby 24 hours a day in one week and is never closed. The aim of this research is to find out the effect of emotional fatigue on job satisfaction on KPPBC TMP B Kualanamu, the effect of emotional fatigue on organizational commitment on KPPBC TMP B Kualanamu, the effect of job satisfaction on organizational commitment on KPPBC TMP B Kualanamu. This research uses quantitative methods. The population in this study were all KPPBC TMP B Kualanamu employees with details of Echelon III = 1 person, Echelon IV = 12 people, Echelon V = 26 people, Executing Examiner = 79 people and Administrative Executing = 21 people. So that the total number of employees at the KPPBC TMP B Kualanamu is 139 people. The results showed. Emotional Fatigue Influences Job Satisfaction in KPPBC TMP B Kualanamu, Emotional Fatigue Influences Organizational Commitment on KPPBC TMP B Kualanamu and Job Satisfaction Influences Organizational Commitment on KPPBC TMP B Kualanamu.

Keywords: Emotional Fatigue; Job Satisfaction; Organizational Commitment; Supervision and Service of Customs and Excise Customs Type Kualanamu B

Introduction

Employees are the most valuable agency assets that must be managed very well by the agency in order to be able to make the most optimal contribution to the place of work. Employees currently tend to have pressure at work so it is very easy to be affected by their emotional level. Superiors should be able to respond to the emotional changes of their subordinates to avoid conflicts at work and employees do not become frustrated, stressed or depressed. Emotional fatigue in an employee will usually have consequences or impact on the employee, especially on the level of job satisfaction and organizational commitment (Churiyah, 2011). The combination of daily conflict and increased work experience from employees and other events will have positive and negative emotional effects that may lead to work

attitudes such as job satisfaction and organizational commitment (Ashkanasy et al., 2002). As for the 2019 KPPBC TMP B Kualanamu employee absenteeism data that indicates low employee commitment to the organization and can hinder the organization from achieving its goals.

Customs and Excise Supervision and Service Office of Kualanamu B Type Customs, namely carrying out customs and excise supervision and services in accordance with its Professional Motto namely Progressive, Effective, Visionary and Totality. This agency is always on standby 24 hours a day in one week and is never closed. Employees who leave before working hours are finished and do not arrive on time indicate low employee commitment to the organization and can hinder the organization from achieving its objectives. The low job satisfaction and organizational commitment in the Office of Customs and Excise Customs and Excise B (KPPBC TMP B) Type of Office is not immune from the high emotional exhaustion of employees. An indication of the high level of emotional exhaustion of employees is characterized by increased employee stress due to excessive workload, i.e. its delivery is:

- a. Employees who work on Shift II are 17.00 WIB up to 07.30 WIB, on Flight Hours 19.00 WIB up to 23.00 WIB often collide with passengers, both for goods to be subject to Import Duties and goods related to the Prohibition of Restrictions, whose settlement up to 01.00 WIB or / d 03.00 WIB.
- b. On the schedule of Shift II, the rest hours after arriving at home were very lacking, because they returned home at 07.30 West Indonesia Time and at 16.00 West Indonesia Time had to be ready to leave for the assignment again.
- c. When employees leave or enter Shift II, get emergency calls, special assignments (excise operations, control deliveries, etc.) employees must immediately work and carry out their duties and not get a day off.
- d. The distance of the assignment far from the place of residence causes emotional stress from the journey carried to work.

As a supervisory and service unit in the field of customs and excise, KPPBC TMP B Kualanamu must provide the best service, so that the supervisory function and service function in the field of customs and excise can be optimal for this it requires high dedication and commitment from employees. Conditions that occur in the Office of Customs and Excise Customs and Excise Supervision and Service Type B (KPPBC TMP B) are shown by research conducted by Cho et al., (2012) which found a negative influence from emotional exhaustion on organizational commitment that makes employees unable to help the organization to achieve its goals very well. Emotional fatigue has a negative influence on organizational commitment, meaning that the higher the emotional exhaustion felt and faced by employees, the lower organizational commitment will be due to the emotional fatigue they experience. This also applies vice versa, the lower the emotional fatigue faced by employees in the workplace, the higher the organizational commitment due to the low emotional exhaustion felt by the employee (Riandini, 2014). Low commitment can hamper the achievement of organizational goals. Ultimately, organizational commitment is related to employees' emotional attachment to the organization (Harun et al., 2014). This is indicated by the number of employees who leave before working hours end and come often not on time. Salancik (1977) states that organizational commitment is a stage when individuals become bound because of their actions and with these actions grow confidence to keep maintaining their activities and involvement. Sidharta and Margaretha (2011) explain that organizational commitment is a kind of agreement between individuals in it that is binding and leads to the overall goals of the organization.

Research Methodology

Emotional Fatigue

Frustrated employees can be caused by emotional exhaustion (Usman, 2012). Emotional fatigue arises due to excessive stress, and is difficult to overcome which can lead individuals to a worse state where apathy, cynicism and frustration arise (Widiastuti and Kamsih, 2008). Sources of emotional fatigue can arise in individuals who have a tendency to perfectionist personality or want perfection in every job (Caputo, 1991). Pines (1989) emotional exhaustion, which is fatigue in someone who is associated with feelings characterized by feelings of helplessness and depression. Emotional fatigue is always preceded by the emergence of anxiety every time you want to start working, this bad habit changes the individual to be frustrated, or angry with yourself (Babakus et al., 1999). Nurjayadi (2004) said that the decline in individual work is the impact of negative attitudes and behaviors caused by excessive stress and will cause emotional fatigue. Emotional fatigue is a unique individual response to stress experienced outside. The prevalence of interpersonal relationships due to strong emotional impulses, the emergence of feelings as if no one helped, depression, feelings shackled and hopeless (Zaglady, 2005). Emotional fatigue has a negative impact and can affect the work of employees, such as reluctance to go to work, anger and revenge, feelings of guilt, feelings of failure, discouragement and ignorance, inability to concentrate or listen to what is said by the boss, cynical about coworkers, being blaming, and rigid in thinking and persisting to not change (Cherniss, 2001) Some things that ultimately affect the emergence of emotional fatigue in someone. According to Houkes et al. (2003) there are four indicators that are believed to facilitate the measurement of emotional fatigue, namely workload, time pressure, lack of social support (family), stress due to roles.

Job Satisfaction

Job satisfaction is an emotional attitude that is fun and loves work. This attitude is reflected by work morals, discipline, and work performance (Hasibuan, 2003). Whereas Robbins (2008) explains that job satisfaction is an individual's general attitude towards his job. This means that an employee's assessment of how satisfied or unsatisfied his or her job is is a complex sum of a number of discrete (distinguished and separated) work elements. According to Rivai (2006) job satisfaction is how people feel the work and its aspects. Thus, satisfaction is an evaluation that describes someone's feelings of being happy or not happy, satisfied or dissatisfied at work. Job satisfaction is a very important factor to get optimal work results. When a person feels satisfaction in working, of course he will try as much as possible with all the ability he has to complete his work assignments. Thus, the productivity and work results of employees will increase optimally (Laziefuna, 2009). Based on the opinion of some experts above, it can be concluded that job satisfaction is a feeling of pleasure of employees or employees of various aspects of their work means that job satisfaction is the result of interaction with the work environment including the layout of the workplace. Each individual will have a different level of satisfaction in accordance with the system of values that apply to him.

Organizational Commitment

According to Robbins (2009), stating commitment to an organization is defined as a condition in which an employee sides with a particular organization and its objectives, and intends to maintain membership in that organization. High commitment can be interpreted that employee bias (loyalty) in the organization that employs it is high. Griffin (2004) states that organizational commitment is an attitude that reflects the extent to which an individual knows and is bound to his organization. Employees who feel more committed to the organization have habits that can be relied on, plan to stay longer in the organization, and devote more effort to work. According to Nasution (2007) states organizational

commitment is a binding between individuals with an organization, ideas or projects that are realized in dedicating themselves to the achievement of the mission of the organization.

Conceptual Framework

The results of research conducted by Cho et al., (2012) found a negative influence from emotional fatigue on organizational commitment. Emotional fatigue has a negative influence on organizational commitment, meaning that the higher the emotional fatigue faced by employees, the lower organizational commitment due to emotional exhaustion they experience. Conversely, the lower the emotional fatigue faced by employees, the higher organizational commitment due to the low emotional exhaustion felt by employees (Riandini, 2014). In Bayu's research (2013), the results of the study found that job satisfaction variables affect organizational commitment. Job satisfaction has a positive relationship with organizational commitment, this shows that the better job satisfaction felt by employees, the higher organizational commitment, and vice versa if employees feel dissatisfied, it will reduce their commitment to the organization (Dwi, 2014).

Then the results of Santika and Sudibia's research (2017) showed the results of the study showed that emotional exhaustion had a negative and significant effect on job satisfaction. This means that if the emotional fatigue that is felt by employees is high then the employee job satisfaction decreases. In addition, the results of the study also showed that emotional exhaustion had a negative and significant effect on organizational commitment. It means that if emotional exhaustion felt by employees was high, organizational employee commitment was low. So based on this the conceptual framework in the research is:

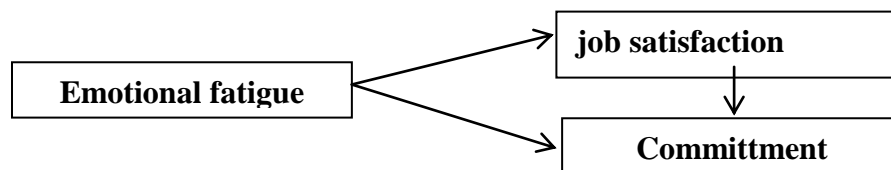


Figure 1. Conceptual Framework

The hypotheses in this study are:

- H1: Emotional Fatigue Affects Job Satisfaction in KPPBC TMP B Kualanamu.
- H2: Emotional Fatigue Affects Organizational Commitment to KPPBC TMP B Kualanamu.
- H3: Job Satisfaction Influences Organizational Commitment on KPPBC TMP B Kualanamu.

This research is a correlation study. Then the type of data is divided into two parts, namely primary data and secondary data. Primary data obtained include employee perceptions on KPPBC TMP B Kualanamu on job satisfaction and organizational commitment. To find out these perceptions questionnaires were distributed as research instruments. Secondary data obtained include company data and information obtained from documents owned by the company. The object in this study is the KPPBC TMP B Kualanamu with a study period from June to August 2019. The population in this study were all employees of KPPBC TMP B Kualanamu with details of Echelon III = 1 person, Echelon IV = 12 people, Echelon V = 26 people, Executing Executors = 79 People and Administrative Executives = 21 People. So that the total number of employees at the KPPBC TMP B Kualanamu is 139 people. In this study the three variables so that the minimum number of samples is 30.

Emotional fatigue affects job satisfaction. This is in accordance with the research of Santika and Sudibia (2017) showing the results of the study showed that emotional exhaustion had a negative and significant effect on job satisfaction. This means that if the emotional fatigue that is felt by employees is high then the employee job satisfaction decreases. In addition, the results of the study also showed that emotional exhaustion had a negative and significant effect on organizational commitment. It means that if emotional exhaustion felt by employees was high, organizational employee commitment was low.

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Conclusion

Based on the results of research and discussion that has been done, the following conclusions can be drawn:

1. The existence of emotional exhaustion in KPPBC TMP B Kualanamu that will affect job satisfaction can be seen in the lowest average value of the survey results that often do things that cannot be accepted by others.
2. The existence of Emotional Fatigue that affects the Organizational Commitment in the KPPBC TMP B Kualanamu, which is the lowest average of the survey results, namely that each achievement is rewarded with awards.
3. The existence of Job Satisfaction influences the Organizational Commitment in KPPBC TMP B Kualanamu which is the lowest average survey results such as I will do something better from day to day for the betterment of this Office.

Suggestion

Based on the results of the study, suggestions can be given as follows:

1. Management can motivate each subordinate to carry out work within the corridor of existing provisions, give praise and give credit to employees who have a good influence, not only for these employees but for all sections because this shows that they pay attention to their hard work and become a motivation for them.
2. Management thinks about the importance of an award for employees, motivational solutions can be applied by management in the form of joint vacations, family gatherings, regular team building or in the form of shopping vouchers and meal vouchers, or can be in other forms tailored to Office policy.
3. Management monitors the progress of employees whether they are in line with expectations, provides opportunities for employees to get guidance and input regularly, either weekly or monthly, to ensure

that they are on the right track to face obstacles and problems that arise as well as generate ideas Employee creative ideas for the betterment of the Office.

4. The management team must have the ability to manage, analyze employee workload more realistically and more thoroughly so that the number of employees needed is known, the level of effectiveness and efficiency of work based on work volume.

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