
The Influence of Competence Job Stress and Workload Through Job Satisfaction on Employee Performance (Case Study at PT. Serasi Shipping Indonesia, East Kalimantan Province)

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ABSTRACT

Purpose: The purpose of this research is to determine and analyze the influence of competence, work stress, and workload on employee performance through employee job satisfaction as a moderating variable.

Design/methodology/approach: Quantitative research with a correlational approach. The population and sample of this research are all employees of pt. Serasi shipping Indonesia, east Kalimantan province, totaling 41 people. Data analysis uses partial least squares.

Findings: Competency research results, work stress, and workload have a significant effect on employee job satisfaction. Competence and work stress do not have a significant effect on employee performance. Workload and job satisfaction have a significant effect on employee performance. Competence, work stress, and workload have a significant indirect effect on employee performance with job satisfaction as a moderating variable pt. Serasi shipping indonesia, east kalimantan province.

Paper type: Research paper

Keyword: Competency, Stress, Workload, Satisfaction, Performance.

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I. INTRODUCTION

A. Background

Human resources are the main asset in an agency, this shows that human resources must always be maintained, maintained, and developed. Quality human resources are resources that can demonstrate work behavior that leads to the creation of the aims and objectives of an organization, namely how to manage human resources that lead to good performance. Human resources can be the center of problems or problems for an agency when their potential is not developed optimally, whereas human resources can be a source of success for an agency if their potential is developed optimally (Novaritpraja, 2020). Human resources, including employees/employees, are the most important assets in an organization. Organizations will take various methods to improve the performance of their employees, consisting of factors including internal factors and external factors of the organization. Judging from the internal factors that influence performance, they include competence, work stress, workload, and job satisfaction. Job satisfaction itself can also be influenced by competence, work stress, and workload, so job satisfaction can be a mediating variable that influences performance. External factors that influence performance come from the environment such as behavior, attitudes, and actions of colleagues, subordinates or leaders, work facilities, and organizational climate.

Employee performance includes the quality and quantity of output as well as reliability in work. An employee can work well if they have high performance so they can produce good work too. With high performance possessed by an employee, it is hoped that an organization's goals can be achieved as desired. Vice versa, if

employees in an organization cannot provide good performance, then the organization's goals will be difficult or may not even be achieved as expected (Khatimah, 2015). Employees achieving performance according to company targets is not an easy thing to achieve. Many things prevent an employee from achieving the expected performance. One of them is the behavior that employees apply while working, where good or bad employee behavior at work can encourage good performance in an employee, thereby influencing the performance of the company or agency.

One field of work that requires maximum employee performance is the shipping sector. A Preliminary study on services of PT Serasi Shipping Indonesia, East Kalimantan Province, which has branches in Sangatta City, Bontang City, Samarinda City, and Balikpapan City, shows that employee performance is still less than optimal, where observations in agency services are still less than optimal, such as problematic ship documents and language differences between parties. ship with the agent which results in delays in the loading process and the target time. This can happen because there is still a lack of employee competence.

PT. Serasi Shipping Indonesia, East Kalimantan Province carries out two loadings, including loading at the terminal (JT) and loading in the middle of the sea, which can take between 2-3 weeks depending on coal availability. This causes the ship to be in the middle of the sea for a long time, which can trigger work stress in employees.

PT. Serasi Shipping Indonesia East Kalimantan Province works from Monday to Friday from 08.30 WITA to 17.30 WITA. All employees are closed on Saturdays, Sundays, and major holidays, but working days and national holidays can change at any time according to company policies. This is related to implementing shipping and creating effectiveness and time efficiency for the company. This creates a high workload for employees.

Seeing this, there is still less than optimal employee performance and a lack of job satisfaction, which can be caused by a lack of competence, work stress, and a workload that is too high. Based on these problems, researchers are interested in research on "The Influence of Competency, Work Stress, and Workload through Job Satisfaction on Employee Performance (Case Study at PT. Serasi Shipping Indonesia, East Kalimantan Province)".

Based on the background description, the problem in this research can be formulated as follows:

1. Does competence influence the job satisfaction of employees at PT Serasi Shipping Indonesia East Kalimantan Province?
2. Does work stress have an effect on employee job satisfaction at PT Serasi Shipping Indonesia East Kalimantan Province?
3. Does workload have an effect on employee job satisfaction at PT Serasi Shipping Indonesia East Kalimantan Province?
4. Does competency influence the performance of employees at PT Serasi Shipping Indonesia East Kalimantan Province?
5. Does work stress affect the performance of employees at PT Serasi Shipping Indonesia East Kalimantan Province?
6. Does workload affect the performance of employees at PT Serasi Shipping Indonesia East Kalimantan Province?
7. Does job satisfaction influence the performance of employees at PT Serasi Shipping Indonesia East Kalimantan Province?
8. Does competency have an indirect effect on employee performance with job satisfaction as a moderating variable at PT Serasi Shipping Indonesia East Kalimantan Province?
9. Does work stress have an indirect effect on employee performance with job satisfaction as a moderating variable at PT Serasi Shipping Indonesia East Kalimantan Province?
10. Does workload have an indirect effect on employee performance with job satisfaction as a moderating variable at PT Serasi Shipping Indonesia East Kalimantan Province?

B. Literature review

1. Competence

Competency has a very important role because in general competence (Novriyanti, 2019) concerns a person's basic ability to do a job and is important for an individual's life because it is the ability to determine how an individual behaves in various situations. Therefore, the competencies possessed will have an impact on employee performance. Competence can be related to job satisfaction, which according to (Seta A. Wicaksana D, 2021) explains Lawler's theory that competency as a skill is part of the input factors that influence job satisfaction or dissatisfaction. Supported by research by (Khatimah, 2015) shows that competence influences employee job satisfaction.

Supported research by (Julaili Ismi, 2021); (Novriyanti, 2019); (Harjani S, 2019); (Anggraini, Novita, Hermanto, 2022); (Wulandari et al., 2022) shows that competence influences employee performance. Research

by (Khatimah, 2015) produces the opposite conclusion from previous research that competence has no direct effect and no significant effect on employee performance.

This research uses competency indicators (Khatimah, 2015) as follows: 1) Motives, 2) Traits, 3) Self-concept, 4) Knowledge, 5) Skills.

2. Work Stress

Mangkunegara (2016) states that work stress is "as a feeling of pressure or pressure experienced by employees when facing work". Work stress is related to job satisfaction, according to Handoko (2018), stress is a condition of tension that affects a person's thinking process, emotions, and condition. The result is that excessive stress can threaten a person's ability to deal with the environment and ultimately interfere with carrying out their duties, resulting in dissatisfaction.

Supported by research by (Rahmayuliani, 2018); (Elizar et al., 2020); shows that there is an influence of work stress on employee performance. Meanwhile, research (Qastalano, 2019) shows the results that work stress does not affect performance.

Indicators of work stress in research (Qastalano, 2019) are: 1) Excessive workload, 2) Time pressure, 3) Demands from superiors, 4) Work errors, 5) Responsibility.

3. Workload

Workload (Maula & Amri, 2023) is the amount of work or tasks assigned by a superior to an employee. Appropriate workload conditions will make employees comfortable at work, where employees do not feel anything burdensome when working. Employee workload can occur in three conditions. First, the workload is according to standards. Second, the workload is always high. Third, the workload is too low. Heavy or light workload will impact employee performance.

In addition, workload can be related to job satisfaction. According to Kamil (2016), workload is a very important thing to pay attention to. The workload received by employees is one of the factors in creating employee job satisfaction to actualize themselves. If the employee's workload is too high, it will cause pressure at work which will have the impact of reducing employee job satisfaction. According to (Larosa, 2020), job satisfaction itself is that employee behavior is greatly influenced by their level of satisfaction. When an employee feels satisfaction at work, he will try as hard as possible with all his abilities to complete his work. Employee job satisfaction is an important target in human resource management because it directly or indirectly affects employee performance. This research is supported by Amir's research (Amir, 2021); (Elizar et al., 2020); (Larosa, 2020); (Qastalano, 2019); (Safitri, 2022) shows that workload influences employee performance.

This research workload uses indicators (Supardi, 2017) as follows: 1) Variation of work that must be done; 2) Target the amount of work that must be completed; 3) The employee's level of difficulty in completing the task; 4) There is a predetermined time limit; 5) There is under pressure on employees at work.

4. Job Satisfaction

Job satisfaction has a significant influence on the productivity of an organization directly and indirectly. According to Robbins (2018), stress is an opportunity if the stress offers potential gain. Performance is the result of contributions achieved by employees following job standards. Therefore, companies must fulfill job satisfaction needs and create work comfort for employees by meeting time requirements, work itself, personality, wages and promotions, co-workers, and work environment (Robiatul Adawiyah, 2015).

Job satisfaction itself can be a moderating variable on the influence of competence, work stress, and workload on employee performance. Munandar (2018) stated that good employee competence will create employee satisfaction at work because they can carry out tasks according to targets due to the competence they have. This has an impact on the employee's performance. Supported by research by (Khatimah, 2015) shows that competence has an indirect effect on employee performance which is mediated by job satisfaction. Alhamdi (2018) research shows that competence and motivation influence employee performance and job satisfaction as moderating variables at the Patra Convention Hotel Semarang. Research Anggraini, Novita, Hermanto (2022) shows that there is an influence of competence on employee performance through job satisfaction.

Robbins (2018) explains that stressful conditions can make employees experience dissatisfaction at work and reduce performance. Employees who experience excessive work stress can become dissatisfied with the work they do have an impact on the employee performance decreasing or not being good at doing their work. Research results (Elizar et al., 2020); (Aidila Afriza, 2021). shows that there is a relationship between work stress and employee performance.

Choirunissa (2020) various indicators of job satisfaction which were later developed into instruments measuring satisfaction variables, namely: 1) Whether or not the type of work carried out by workers is interesting;

2) The amount of compensation received by workers; 3) Opportunities for promotion; 4) Competence of superiors in providing technical assistance and behavioral support, and support from co-workers.

5. Performance

Performance is a manifestation of the work carried out by employees which is usually used as a basis for evaluating employees or organizations. As'ad (2018) states the definition of performance is "the results achieved by a person according to the standards applicable to the work in question". Mangkunegara, 2016) states that performance is basically: It is formed after employees feel satisfaction because their needs are met. In other words, if employee needs are not met as they should be, then job satisfaction will not be achieved, and in essence, performance will be difficult to form. Performance comes from the language of job performance or actual performance (work performance or actual achievements achieved by a person or an institution). Performance is the result of the quality and quantity of work achieved by an employee in carrying out his duties in accordance following the responsibilities given to him.

The performance indicators used according to Qastalano (2019) are: 1) Quantity, 2) Quality, 3) Timeliness, 4) Work plan, and 5) Teamwork.

C. Conceptual Framework

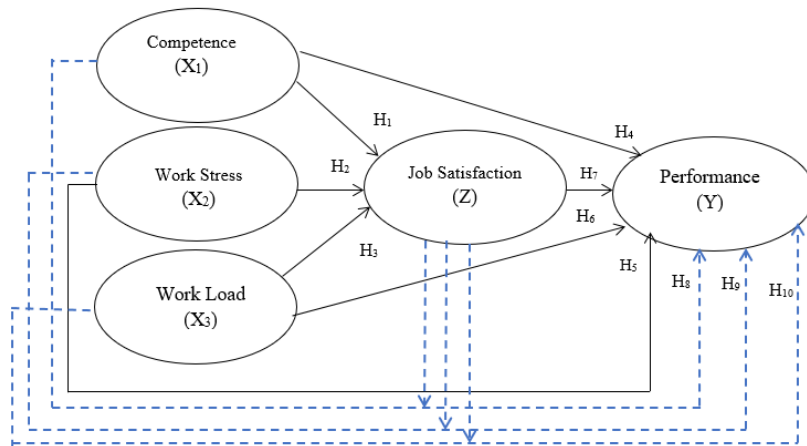


Figure 1. Research Framework

Line Description::

- > = direct influence.
- - - - -> = indirect influence.

D. Hypothesis

The hypothesis of this research is as follows:

1. Competency influences the job satisfaction of employees at PT Serasi Shipping Indonesia, East Kalimantan Province.
2. Work stress influences the job satisfaction of employees at PT Serasi Shipping Indonesia, East Kalimantan Province.
3. Workload influences employee job satisfaction at PT Serasi Shipping Indonesia, East Kalimantan Province.
4. Competence influences the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan Province.
5. Work stress influences the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan Province.
6. Workload influences the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan Province.
7. Job satisfaction influences the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan Province.
8. Competence indirectly affects employee performance with job satisfaction as a moderating variable PT. Serasi Shipping Indonesia, East Kalimantan Province.
9. Job stress indirectly affects employee performance with job satisfaction as a moderating variable PT. Serasi Shipping Indonesia, East Kalimantan Province.

10. Workload indirectly affects employee performance with job satisfaction as a moderating variable PT. Serasi Shipping Indonesia, East Kalimantan Province.
11. Competency has an indirect effect employee performance with job satisfaction as a moderating variable.

II. METHODS

A. Type of Research

This research was conducted at the shipping company PT. Serasi Shipping Indonesia. The scope of this research is to analyze the influence of competency, work stress, and workload through job satisfaction on employee performance in 2023. This research uses primary data research obtained from questionnaires to research samples, secondary data comes from library data.

B. Population and Sample

The population in this study were all employees of PT. Serasi Shipping Indonesia East Kalimantan Province consists of 15 people from the Sanggata branch, 10 people from the Bontang City Branch, 6 people from the Balikpapan City Branch, 10 people from the Samarinda City Branch, a total of 41 people in all branches. This population was used entirely as a sample (census method) of 41 people.

C. Data Analysis Method

The statistical method used to test the hypothesis proposed in this research is Partial Least Square (PLS) with the help of the AMOS 23 software program. There are several steps in using PLS (Partial Least Square) according to Ghozali (2015), including :

1. Outer Model Testing

According to Husain (2015), outer model analysis is carried out to ensure that the measurements used are suitable for measurement (valid and reliable). There are several calculations in this analysis:

1) Convergent Validity

The convergent validity of the measurement model with reflexive indicators is assessed based on the correlation between the item score or component score and the latent variable score or construct score estimated with the PLS program. The expected value exceeds > 0.7 as the minimum limit for the factor loading value, meaning that the value meets the convergent validity requirements so that all indicators are suitable for use in further research and analysis.

2) Discriminant Validity

If the loading value of each indicator item on the construct is greater than the cross-loading value, namely 0.5. Thus, it can be concluded that all constructs or latent variables have good discriminant validity, where the indicators in the construct indicator block are better than the indicators in other blocks.

3) Composite Reliability

A variable can be declared to meet composite reliability if it has a value > 0.6 or a composite reliability measurement if the reliability value is > 0.6 then the constructed value has a high-reliability value.

4) Average Variance Extracted (AVE)

The model has better discriminant validity if the square root of the AVE for each construct is greater than the correlation between the two constructs in the model. AVE is an average variance of at least 0.5.

5) Cronbach alpha

A variable can be declared reliable if it meets the Cronbach Alpha value > 0.7 .

2. Pengujian Inner Model

Inner Model Testing The structural model (inner model) is evaluated by looking at the coefficient values of the relationship path parameters between latent variables.

1) Coefficient of Determination (R^2) If the R^2 result > 0.67 for the endogenous latent variable in the structural model indicates the influence of the exogenous variable on the endogenous variable is in the good category.

2) Goodness of fit (Q^2) The calculation result of $Q^2 \geq 0.90$ means that the structural model without moderating variables or with moderating variables is fit, so the model can be used for hypothesis testing.

3. Proving hypothesis

1) Direct causal effect is the influence of an exogenous variable that has a positive and significant effect on an endogenous variable that occurs without other endogenous variables.

- 2) Indirect causal effect is the influence of an exogenous variable that has a positive and significant effect on an endogenous variable that occurs through another endogenous variable.
- 3) Total causal effect is the sum of direct causal and indirect causal effects.

III. RESULTS AND DISCUSSION

A. Research Results

The Model analysis is carried out through evaluation of the outer model and inner model, which is explained below:

1. Outer Model Testing

Outer model analysis is carried out to ensure that the measurements used are suitable for measurement (valid and reliable). The results of testing the outer construct indicator model are presented based on the following image:

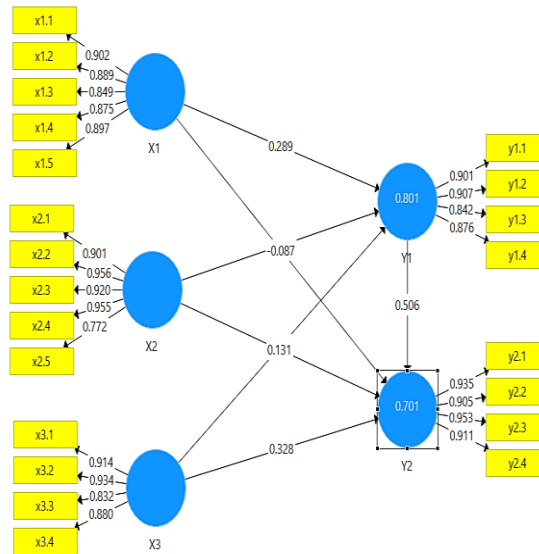


Figure 2. Outer Model Testing

Source: Research results, 2023

Figure 2. is the result of the outer model testing after all indicators on the variables of competence, work stress, workload, job satisfaction, and performance have an outer loading model value of > 0.7.

2. Proving Hypothesis

Table 1. Path Coefficient Values and Statistical T Values

Variables	Direct Effect	Indirect Effect	Total Effect
X1 → Z	0.002	-	-
X2 → Z	0.003	-	-
X3 → Z	0.001	-	-
X1 → Y	0.549	0.008	0.557
X2 → Y	0.334	0.020	0.354

$X3 \rightarrow Y$	0.014	0.013	0.027
$Z \rightarrow Y$	0.000	-	-

Source: Research results, 2023

Table 2. Statistical T Value

<i>Variables</i>	<i>T</i>	<i>Hipotesis</i>
<i>Statistic</i>		
$X1 \rightarrow Z$	3.128	<i>Accepted</i>
$X2 \rightarrow Z$	3.020	<i>Accepted</i>
$X3 \rightarrow Z$	3.352	<i>Accepted</i>
$X1 \rightarrow Y$	0.599	<i>Rejected</i>
$X2 \rightarrow Y$	0.968	<i>Rejected</i>
$X3 \rightarrow Y$	2.468	<i>Accepted</i>
$Z \rightarrow Y$	4.247	<i>Accepted</i>
$X1 \rightarrow Z$	2.650	<i>Accepted</i>
$X2 \rightarrow Z$	2.334	<i>Accepted</i>
$X3 \rightarrow Z$	2.492	<i>Accepted</i>

Source: Research results, 2023

D. Discussion of Research Results

1. The influence of competency on employee job satisfaction.

Based on the research results, it is known that the path coefficient value influences competence on the job satisfaction of employees PT Serasi Shipping Indonesia, East Kalimantan Province is 0.002 and the t statistical value is 3.128, so the t statistic is > 1.96, which means the hypothesis is accepted, meaning that competency has a significant effect on the job satisfaction of employees PT Serasi Shipping Indonesia, East Kalimantan Province.

Supported by Khatimah's research (Khatimah, 2015) shows that competence influences employee job satisfaction. Research (Alhamdi, 2018) shows that there is an influence of competence on employee job satisfaction. Wulandari's research (Wulandari et al., 2022) shows that there is an influence of competence on employee job satisfaction. Likewise, Anggraini's research (Anggraini, Novita, Hermanto, 2022) shows that there is an influence of competence on employee job satisfaction.

These results imply that PT Serasi Shipping Indonesia East Kalimantan Province can retain employees who have good competence. Apart from that, you should always pay attention to and maintain employees so that they always improve their competency, they must be synchronized with company conditions or facilities that can provide job satisfaction for employees so that the organization's goals can be realized. Khatimah (2015) gives the meaning that the higher a person's competence or expertise, the level of satisfaction at work will increase. It can also be argued that an employee who feels he has a low level of competence will easily feel dissatisfied with the working conditions he faces. Therefore, if employees want to have satisfaction at work, they need competence,

because competence consists of skills, knowledge, and abilities. Employees who have good skills, knowledge, and abilities will be able to work well.

2. The effect of work stress on employee job satisfaction

Based on the research results, it is known that the path coefficient value of the influence of work stress on job satisfaction of employees PT Serasi Shipping Indonesia, East Kalimantan Province is 0.003 and the t statistic value is 3.020, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning work stress has a significant effect on job satisfaction of employees PT Serasi Shipping Indonesia, East Kalimantan Province. Supported by research by Rahmayuliani (2018) shows that there is an influence of work stress on employee job satisfaction. Muslim & Ilmi (2023) work stress has a significant influence on employee job satisfaction. Novaritpraja (2020) shows that there is a negative influence of work stress on employee job satisfaction. Safitri (2022) shows that there is an influence of work stress on employee job satisfaction. Likewise, Adawiyah's research (Robiatul Adawiyah, 2015) shows that there is an influence of work stress on employee job satisfaction.

Apart from that, work stress is related to job satisfaction, according to Handoko (2018), stress is a condition of tension that affects a person's thinking process, emotions, and condition. The result is that excessive stress can threaten a person's ability to deal with the environment and ultimately interfere with carrying out their duties, resulting in dissatisfaction. Therefore, the higher the level of stress, the lower the level of job satisfaction felt by employees. Likewise, the lower the level of stress, the higher the level of employee job satisfaction.

3. The effect of workload on employee job satisfaction

Based on the research results, it is known that the path coefficient value influences workload on the job satisfaction of employees of PT Serasi Shipping Indonesia, East Kalimantan Province is 0.001 and the t statistic value is 3.352, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning that workload has a significant effect on the job satisfaction of employees of PT Serasi Shipping Indonesia, East Kalimantan Province.

Supported by Muslim research (Muslim & Ilmi, 2023) shows that workload has a significant influence on employee job satisfaction. Kamil's research (Kamil, 2016) shows that there is a negative and significant influence between workload on job satisfaction. Safitri's research (Safitri, 2022) shows that there is an influence of workload on employee job satisfaction.

According to Kamil (2016) workload is some work targets or target results that must be achieved in a certain unit of time or the amount of work that must be carried out by a position or organizational unit and is the product of work volume and time norms. The Workload can be related to job satisfaction. stating workload is a very important thing to pay attention to. The workload received by employees is one of the factors in creating employee job satisfaction to actualize themselves. If the employee's workload is too high, it will cause pressure at work which will have the impact of reducing employee job satisfaction. Therefore, the higher the workload, the lower the level of job satisfaction felt by employees. Likewise, the lower the workload, the higher the level of employee job satisfaction.

4. The influence of competency on employee performance

Based on the research results, it is known that the path coefficient value influences competence on the performance of employees PT Serasi Shipping Indonesia, East Kalimantan Province is 0.549 and the t statistic value is 0.599, so the t statistic is < 1.96 , which means the hypothesis is rejected, meaning that competency has no significant effect on the performance of PT employees. Serasi Shipping Indonesia, East Kalimantan Province.

Supported by research by Julaili Ismi (2021) shows that competence does not affect employee performance. Khatimah's research (Khatimah, 2015) shows that competence has no direct effect and no significant effect on employee performance. Novriyanti's research (Novriyanti, 2019) shows that competency does not have a significant effect on the performance of Bank Muamalat BPRS Muamalat Harkat Kec employees. Sukaraja District.

Tohari (2017) defines competence as knowledge, skills, and abilities mastered by someone who has become part of himself so that he can carry out cognitive, affective, and psychomotor behaviors as well as possible. If competency is defined as the same as ability, then it can be interpreted as knowledge of understanding the purpose of work, knowledge of implementing effective tips for carrying out work correctly and well, and understanding how important discipline is in an organization so that all rules can run well. Based on this definition, it means that competence is part of a person's deep and inherent personality as well as behavior that can be predicted in various situations and work tasks based on the education a person has received.

5. The effect of work stress on employee performance

Based on the research results, it is known that the path coefficient value of the influence of work stress on the performance of PT employees. Serasi Shipping Indonesia, East Kalimantan Province is 0.334 and the t statistic

value is 0.968, so the t statistic is < 1.96 , which means the hypothesis is rejected, meaning work stress has no significant effect on the performance of employees PT Serasi Shipping Indonesia, East Kalimantan Province.

Supported by previous research conducted by Elizar et al., (2020) shows that work stress harms employee performance. Afriza's research (Aidila Afriza, 2021) shows that work stress harms employee performance. Aidila Afriza (2021) explains that work stress does not have a significant effect on employee performance because employees have good work discipline and high motivation at work so even though they are stressed, employees still carry out their performance to the maximum.

6. Effect of workload on employee performance

Based on the research results, it is known that the path coefficient value influences workload on the performance of PT employees. Serasi Shipping Indonesia, East Kalimantan Province is 0.014 and the t statistic value is 2.468, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning workload has a significant effect on the performance of employees PT Serasi Shipping Indonesia, East Kalimantan Province.

Supported by Amir's research (Amir, 2021) shows that workload has a direct, negative, and significant effect on employee performance. Elizar's research (Elizar et al., 2020) shows that there is a relationship between workload and nurse performance. Larosa's research (Larosa, 2020) shows that workload has a positive and significant influence on performance. Qastalano (2019) shows that workload has a positive effect on work stress but workload has no effect on performance. Research of Safitri (2022) shows that workload influences employee performance mediated by job satisfaction. In line with Amir's research (Amir, 2021) states that workload has a direct, negative, and significant effect on employee performance, and there is a negative and significant indirect effect between workload and employee performance which is intervened by the stress variable.

Rindorindo et al. (2019) stated that some workers who have a high workload due to excess or fatigue completing work cause them to experience dissatisfaction at work. Employees who are not satisfied with what they do will only complete their tasks within the limits of their abilities and will not develop. This has an impact on the employee's performance.

7. The effect of job satisfaction on employee performance

Based on the research results, it is known that the path coefficient value influences job satisfaction on the performance of PT employees. Serasi Shipping Indonesia, East Kalimantan Province is 0.000 and the t statistic value is 4.247, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning that job satisfaction has a significant effect on the performance of PT employees. Serasi Shipping Indonesia, East Kalimantan Province. Supported by previous research conducted by Elizar et al. (2020) shows that there is a relationship between job satisfaction and performance. Muslim & Ilmi (2023) shows that job satisfaction has a positive and significant influence on employee performance. Larosa's research (Larosa, 2020) shows that job satisfaction has a positive and significant influence on performance.

Robbins (2018) states that satisfied employees are more likely to speak positively about the organization, help others, and perform their jobs beyond normal expectations. According to Handoko (2018), state job satisfaction is also important for self-actualization. Employees who do not obtain job satisfaction will not reach psychological maturity which in turn will become frustrated. Usually, employees who are dissatisfied have low performance, are often absent, and do activities that have nothing to do with the work they have to do. Employees who receive job satisfaction usually have a good attendance record and have better work performance than employees who do not or have less job satisfaction.

8. Indirect effect of competency on employee performance with job satisfaction as a moderating variable.

Based on the research results, it is known that the path coefficient value of the indirect influence of competence on employee performance with job satisfaction is a moderating variable for PT. Serasi Shipping Indonesia, East Kalimantan Province is 0.008 and the t statistic value is 2.650, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning that competence has a significant indirect effect on employee performance with job satisfaction as a moderating variable at PT. Serasi Shipping Indonesia, East Kalimantan Province.

Supported by previous research conducted by Khatimah (2015) shows that competence has an indirect and significant effect on employee performance which is mediated by job satisfaction. Alhamdi's research (Alhamdi, 2018) shows that there is an influence of competence on employee performance and job satisfaction as a moderating variable at the Patra Semarang Convention Hotel. Research of Anggraini, Novita, Hermanto, (2022) shows that there is an influence of competence on employee performance through job satisfaction at the West Lombok Regency Population and Civil Registration Service.

According to Erisman (2015), competence is defined as "basic characteristics possessed by someone that has a direct or indirect effect on performance". The higher the competency an employee has, the higher the satisfaction they want to get so that it can produce good performance, as employees who have high abilities who

are then given rewards by the company will improve the employee's performance. Competency has a very important role because in general competence (Novriyanti, 2019) concerns a person's basic ability to do a job and is important for an individual's life because it is the ability to determine how an individual behaves in various situations. Therefore, the competencies possessed will have an impact on employee performance. Competence can be related to job satisfaction, which according to Munandar (2018) explains Lawler's theory that competency as a skill is part of the input factors that influence job satisfaction or dissatisfaction.

9. Indirect influence of work stress on employee performance with job satisfaction as a moderating variable.

Based on the research results, it is known that the path coefficient value of the indirect influence of work stress on employee performance with job satisfaction as a moderating variable PT. Serasi Shipping Indonesia, East Kalimantan Province is 0.020 and the t statistical value is 2.334, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning that work stress has a significant indirect effect on employee performance with job satisfaction as a moderating variable PT. Serasi Shipping Indonesia, East Kalimantan Province.

Supported by previous research conducted by Rahmayuliani (2018) ; (Elizar et al., 2020); shows that there is an influence of work stress on employee performance. Research of Aniversari & Sanjaya (2022) shows that there is an influence of work stress on employee performance with job satisfaction as a moderating variable. Research of Safitri (2022) shows that there is an influence of work stress on employee performance with job satisfaction as an intervening variable at PT. Ancol Terang Metal Printing Industry.

Hasibuan (2017) states that job satisfaction is something that can be interpreted as an adjustment of expectations between workers and what they get from the company. Basically, in job satisfaction itself there is stress management which uses abilities and effective human resources to overcome mental and emotional chaos or disorders that arise due to responses. Employees who are not satisfied with what they do will only complete their tasks within the limits of their abilities and will not develop.

10. Indirect effect of workload on employee performance with job satisfaction as a moderating variable.

Based on the research results, it is known that the path coefficient value of the indirect influence of workload on employee performance with job satisfaction as a moderating variable for PT. Serasi Shipping Indonesia, East Kalimantan Province is 0.013 and the t statistic value is 2.492, so the t statistic is > 1.96 , which means the hypothesis is accepted, meaning workload has a significant indirect effect on employee performance with job satisfaction as a moderating variable PT. Serasi Shipping Indonesia, East Kalimantan Province.

Supported by previous research conducted by Muslim & Ilmi (2023), job satisfaction can mediate the effect of workload on employee performance. Research of Safitri (2022) shows that there is an influence of workload on employee performance with job satisfaction as an intervening variable at PT. Ancol Terang Metal Printing Industry.

As'ad (2018) stated workload is also something that can arise from interactions between the work environment where one works and is placed, task demands as well as behavior and perceptions as well as the skills possessed. Work overload is a big problem for all organizations or companies. Some workers experience stress due to excess or exhaustion completing work, and some may also experience dissatisfaction at work. It is very important for organizations need understand the needs of their employees and provide the best for their employees.

IV. CONCLUSION

1. Competency has a significant effect on the job satisfaction of employees at PT Serasi Shipping Indonesia, East Kalimantan province.
2. Job stress has a significant effect on the job satisfaction of employees at PT Serasi Shipping Indonesia, East Kalimantan province.
3. Workload has a significant effect on the job satisfaction of employees at PT Serasi Shipping Indonesia, East Kalimantan province.
4. Competency does not have a significant effect on the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan province.
5. Work stress does not have a significant effect on the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan province.
6. Workload has a significant effect on the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan province.
7. Job satisfaction has a significant effect on the performance of employees at PT Serasi Shipping Indonesia, East Kalimantan province.

8. Competence has a significant indirect effect on employee performance with job satisfaction as a moderating variable at PT Serasi Shipping Indonesia, East Kalimantan province.
9. Job stress has a significant indirect effect on employee performance with job satisfaction as a moderating variable at PT Serasi Shipping Indonesia, East Kalimantan province.
10. Workload has a significant indirect effect on employee performance with job satisfaction as a moderating variable at PT Serasi Shipping Indonesia, East Kalimantan province.

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