

**ANALYSIS OF FACTORS AFFECTING EMPLOYEES
SATISFACTION IN PT. WANGSA JATRA LESTARI**

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By

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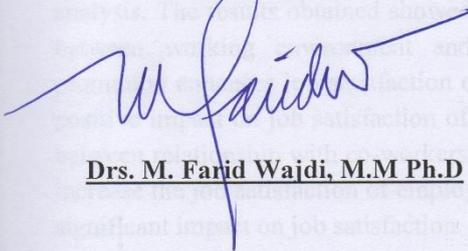
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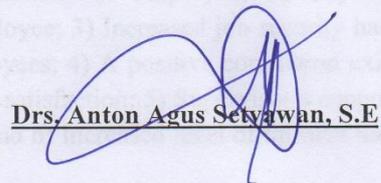
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ANALYSIS OF FACTORS AFFECTING EMPLOYEES SATISFACTION IN PT. WANGSA JATRA LESTARI

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Abstract

The main goal of the research conducted is: 1) To determine there is relationship or not of working environment with satisfaction of employees; 2) To determine there is relationship or not of pay & promotion with satisfaction of employees; 3) To determine there is relationship or not of job security with satisfaction of employees; 4) To determine there is relationship or not of co-workers with satisfaction of employees; 5) To determine there is relationship or not of supervisor with satisfaction of employees; and 6) To determine there is relationship or not of level of fairness with satisfaction of employees. This study uses a quantitative approach in which researchers focused to know how big and significant influence between variables. Researchers took samples at PT. Wangsa Jatra Lestari. The population of this study was 181 employees and samples used until study of 150 employees. The technique of collecting data using questionnaires, while data analysis technique used is multiple linear regression analysis. The results obtained showed that: 1) There exists a positive relationship between working environment and satisfaction of employee; 2) Pay and promotion enhances job satisfaction of employee; 3) Increased job security has a positive impact on job satisfaction of employees; 4) A positive correlation exists between relationship with co-workers & job satisfaction; 5) Supervisor's supports increase the job satisfaction of employees; and 6) Increased level of fairness has a significant impact on job satisfaction.

Keywords: *Working Environment, Pay & Promotion, Job Security, Relationships with Co-Workers, Relationship with Supervisor, and the Level of Fairness.*

Introduction

Globalization makes a free trade between countries, where the marketing of products can be made between countries without any pressure from the country visited. Products in the free trade must have a high standard, so companies need raw materials and qualified experts. Because every product produced by a company originated from qualified experts and specialists in the areas of work. Labor is a necessary ingredient for the production activities within a company. Skilled human resources required for each company, so the company will continue to grow.

Employees who work as principals in the company are not only concerned with the fate of their company, but also from the initial intention of those who want to get a decent job and a comfortable place to work. Black's Law dictionary on Charles (2002: 3) defines "employee" as "a person in the service of another under any contract if hire, express or implied, oral or written, where the employer has the power or right to control and direct the employee in the material details of how he work is to be performed".

According to Kotulski, Wasik and Dorozko (2006: 1) satisfaction is a feeling that is of continuous range. Schermerhorn (1999: 308) job satisfaction is the degree to which an individual feels positively or negatively about a job. According to Fisher in Mahamuda (2011) job satisfaction is complex phenomenon with multi facets. It is influenced by the factors like salary, working environment, autonomy, communication, and organizational commitment.

based on the above issues can be taken decision by the researchers to formulate research problems and hypotheses, the following hypothesis: 1) There exists a positive relationship between working environment and satisfaction of employee; 2) Pay and promotion enhances job satisfaction of employee; 3) Increased job security has a positive impact on job satisfaction of employee; 4) A positive correlation exists between relationship with co-workers & job satisfaction; 5) Supervisor's supports increase the job satisfaction of employees; 6) Increased level of fairness has a significant impact on job satisfaction.

The main goal of the research conducted is: 1) To determine there is relationship or not of working environment with satisfaction of employees; 2) To determine there is relationship or not of pay & promotion with satisfaction of employees; 3) To determine there is relationship or not of job security with satisfaction of employees; 4) To determine there is relationship or not of co-workers with satisfaction of employees; 5) To determine there is relationship or not of supervisor with satisfaction of employees; and 6) To determine there is relationship or not of level of fairness with satisfaction of employees.

Research Methods

This study uses a quantitative approach, in which the author tries to solve the problem with the quality of service and employee satisfaction in PT. Wangsa Jatra Lestari. Further investigated to describe the object of research, concluded, build, analyze and collect data. Design in this research is the explanation; This study highlights the influence of the variables of research with the hypothesis that has been formulated. The results of the study are presented descriptively, to interpret existing data and visible.

Location of research undertaken located in PT. Wangsa Jatra Lestari, Pajang-Kartasura Street, KM. 8, Surakarta, Central Java, Indonesia. The object of this study is employees of PT. Wangsa Jatra Lestari. In order to gain an object and know more about the object of study, researchers used a collection of tools in the form of a questionnaire. The questionnaire will contain a description of the self-respondents and respondents' statements about the variables studied. Samples in this study were part of the study population, the sample in this case can be categorized as part of the overall amount and have the same characteristics. Determination of the number of samples from a population of 181 employees, ie by Slovin formula obtained 150 employees.

Instrument testing process performed before the study must be conducted in order to test the validity and reliability of the questionnaire. To test the research instruments used most residents but outside the sample, as many as 20 employees. Validity is a measure of the validity or the validity of an instrument. All

statements apply because all the items have value $r_{xy} > r_{table}$ and significance level of less than 0.05. The second instrument is testing the reliability test. This instrument can be expressed reliable if the value of Cronbach Alpha greater than r_{table} . Based on the results of the analysis indicate that the seven variable has a value of more than reliability r_{table} . Based on the validity and reliability tests indicate that the seventh questionnaire covering work environment, pay and promotion, job security, relationships with co-workers, relations with supervisors, the level of fairness and satisfaction employees eligible to be used as an instrument of employees further research.

Before performing data analysis technique multiple linear regression, test data must pass through classical assumption. Because the classical assumption is the requirement before the multiple linear regression analysis to determine the contribution of each variable.

Multiple linear regression analysis technique is used to determine the effect of each independent variable on the dependent variable. The test measures the multiple regression analysis as follows: 1) Multiple linear regression equation; 2) Test F or testing simultaneously (an analysis that is used to determine whether the independent variable is the work environment, pay and promotion, job security, relationships with co-workers, relations with supervisors, and the level of fairness have a significant effect on the dependent variable is the satisfaction employees); 3) T test analysis was used to calculate individually, whether the effect of independent variables on the dependent variable significantly or not [(X1 to Y), (X2 to Y)]; 4) Coefficient of determination; 5) Relative Contribution and Contribution Effective X_1, X_2 Against Y; and 6) Summarize and conclude.

Discussion of Data Analysis

Before testing the hypothesis with multiple linear regression analysis, testing was performed with SPSS version 20.0 for Windows. The following summary of the results of multiple linear regression tests:

Table 1
Summary of Multiple Linear Regression Test Results

Variabel	Regression Coefficients (B)	t	Sig.
Constants	10.233		
Working Environment	0.461	4.127	0.000
Pay and Promotion	0.309	3.645	0.000
Job Security	0.238	2.017	0.046
Relationship with Co-Workers	0.237	2.259	0.025
Relationship with Supervisor	0.242	2.119	0.036
Level of Fairness	0.224	2.08	0.039
R2 (R Square) = 0.632			
Fcount = 41.005			

Based on the analysis above, as the discussion and comparison with previous studies the following analysis:

The first hypothesis states that there exists a positive relationship between working environment and satisfaction of employee in PT. Wangsa Jatra Lestari, proven. Such evidence in accordance with the regression coefficient of the variable is positive working environment that is 0.461, so it can be said that the work environment has a positive effect on employee satisfaction. Based on the t test for the working environment variables have $t_{count} > t_{table}$, ie $4.127 > 1.977$ and significant value < 0.05 , namely 0.000. This suggests that the working environment significantly affect employee satisfaction in PT. Wangsa Jatra Lestari. Based on these conclusions can be stated that a good working environment it will appear to the satisfaction of employees, and vice versa if the worse the working environment in companies that will reduce employee satisfaction.

The second hypothesis states that pay and promotion enhances job satisfaction of employee in PT. Wangsa Jatra Lestari, proven. Such evidence in accordance with the regression coefficient of the variable is positive pay and promotion that is 0.309, so it can be said that the pay and promotion has a positive effect on employee satisfaction. Based on the t test for the pay and promotion

variables have $t_{\text{count}} > t_{\text{table}}$, ie $3.645 > 1.977$ and significant value < 0.05 , namely 0.000. This shows that the salary and promotion significant effect on employee satisfaction in PT. Wangsa Jatra Lestari. Based on these conclusions show that a good salary and promotion opportunities for every employee, it will display a sense of satisfaction for each employee, and vice versa if it is getting worse pay and promotion for employees will reduce employee satisfaction.

The third hypothesis states that increased job security has a positive impact on job satisfaction of employees in PT. Wangsa Jatra Lestari, proven. Such evidence in accordance with the regression coefficient of the variable is positive job security that is 0.238, so it can be said that the job security has a positive effect on employee satisfaction. Based on the t test for the job security variables have $t_{\text{count}} > t_{\text{table}}$, ie $2.017 > 1.977$ and significant value < 0.05 , namely 0.046. This suggests that job security for employees significantly affect employee satisfaction in PT. Wangsa Jatra Lestari. Based on these conclusions show that a good job security will display a sense of satisfaction for each employee, and vice versa if the worse it will reduce job security for employee satisfaction.

The fourth hypothesis states that a positive correlation exists between relationship with co-workers & job satisfaction in PT. Wangsa Jatra Lestari, proven. Such evidence in accordance with the regression coefficient of the variable is positive relationship with co-workers that is 0.237, so it can be said that the relationship with co-workers has a positive effect on employee satisfaction. Based on the t test for the relationship with co-workers variables have $t_{\text{count}} > t_{\text{table}}$, ie $2.259 > 1.977$ and significant value < 0.05 , namely 0.025. This suggests that the relationship between co-workers significantly affect employee satisfaction in PT. Wangsa Jatra Lestari. Based on these conclusions show that good relationships with co-workers will generate its own sense of satisfaction for employees, and vice versa if the relationship between the employee gets worse then it will lead to dissatisfaction for employees.

The fifth hypothesis states that Supervisor's supports increase the job satisfaction of employees in PT. Wangsa Jatra Lestari, proven. Such evidence in accordance with the regression coefficient of the variable is positive relationship

with supervisor that is 0.242, so it can be said that the relationship with supervisor has a positive effect on employee satisfaction. Based on the t test for the relationship with supervisor variables have $t_{\text{count}} > t_{\text{table}}$, ie $2.119 > 1.977$ and significant value < 0.05 , namely 0.036. This suggests that the relationship with the boss significant effect on employee satisfaction in PT. Wangsa Jatra Lestari. Based on this conclusion it can be said that a good relationship with the leadership will lead to a sense of satisfaction for employees, and vice versa if more distant relationship with the leadership it will also reduce employee satisfaction.

The sixth hypothesis states that creased level of fairness has a significant impact on job satisfaction in PT. Wangsa Jatra Lestari, proven. Such evidence in accordance with the regression coefficient of the variable is positive level of fairness that is 0.224, so it can be said that the level of fairness has a positive effect on employee satisfaction. Based on the t test for the level of fairness variables have $t_{\text{count}} > t_{\text{table}}$, ie $2.080 > 1.977$ and significant value < 0.05 , namely 0.000. This indicates that the level of fairness significantly affect employee satisfaction in PT. Wangsa Jatra Lestari. Based on this conclusion can be stated that the normal level of fairness, it will arise on employee satisfaction, and conversely, the worse the level of justice will also reduce the satisfaction of employees.

Based on the previous research, the sixth hypothesis above has similarities with the research results of the research Mahamuda, Mosammad Parvin (2011) in his research entitled "Factors Affecting Employee Job Satisfaction of Pharmaceutical Sector". The results suggest that the factors had satisfactorily explained job satisfaction and that the policy makers and managers should focus on the factors that affect employee job satisfaction, if they want to enhance their businesses.

The second study of Himani Grover and Supreet Wahee Juneja (2013) in his research Entitled "Study on Factors Influencing Job Satisfaction of Employees in Delhi / Ncr". The results obtained are Secure job environment enhances the degree of job satisfaction. Management must create an environment of job security among employees Apart from job security, management must provide job

stability. There should be a challenging environment. The job should provide enough scope for the employees in terms of promotion and transfer. Other factors found to be important in influencing job satisfaction were: Performance, superior-subordinate relationship and fairness in the job. Every employee working in an organization is provided with the opportunity to improve their work and to increase their morale.

Based on the analysis above studies can be compared with previous studies of Mahamuda, Mosammod Parvin (2011) and Himani Grover and Supreet Wahee Juneja (2013), which attempts to examine the relationship or influence between working environment, pay and promotion, job security, relationship with co-workers, relationship with supervisor, and level of fairness that contribute to employees satisfaction. So from both previous researchers over a little more give presumption that improve factors will be followed by an increase in the employees satisfaction in companies. So also with the results obtained by the current study, shows working environment, pay and promotion, job security, relationship with co-workers, relationship with supervisor, and level of fairness positive and significant effect on employees satisfaction at PT. Wangsa Jatra Lestari.

Conclusion

From the analysis and discussion that has been described, can be summed up as follows: 1) There exists a positive relationship between working environment and satisfaction of employee in PT. Wangsa Jatra Lestari; 2) Pay and promotion enhances job satisfaction of employee in PT. Wangsa Jatra Lestari; 3) Increased job security has a positive impact on job satisfaction of employees in PT. Wangsa Jatra Lestari; 4) A positive correlation exists between relationship with co-workers & job satisfaction in PT. Wangsa Jatra Lestari; 5) Supervisor's supports increase the job satisfaction of employees in PT. Wangsa Jatra Lestari; 6) Increased level of fairness has a significant impact on job satisfaction in PT. Wangsa Jatra Lestari.

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