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Effect of Job Satisfaction on Employee Performance (Study of PT Antarmitra Sembada, West Jakarta Logistics Division)

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Abstract

This study aims to determine the extent of job satisfaction (Variable X) and performance (Variable Y) at PT Antarmitra Sembada Division of Logistics West Jakarta and to determine the extent of job satisfaction (Variable X) on employee performance (Variable Y) at PT Antarmitra Sembada Division. West Jakarta Logistics. The author's hypothesis test design uses the assumption that Ho is accepted if t <ttable and Ho is rejected if tcount> ttable. The method used by the author is associative, while quantitative data is used to analyze the data. Data management used data validity test, data reliability test, Pearson correlation coefficient analysis, simple linear regression test, determination coefficient analysis and hypothesis testing. The population in writing this thesis is the employees of PT Antarmitra Sembada, West Jakarta Logistics Division, as many as 60 people, and the sample in this paper is a questionnaire. Based on the results of the simple linear regression test, it states that job satisfaction (X), employee performance (Y) will still be formed at 21.7207 and job satisfaction at 0.4482. The correlation coefficient test value of 0.456 has a moderate effect. While the value of the determination coefficient is 20.8%, the data identifies that job satisfaction contributes to the influence of employee performance by 20.8%, the remaining 79.2% is influenced by other factors that the author is not careful about and the value of the results of the hypothesis test, the value of tcount is 4.383> t table 2.00 then Ho is rejected and Ha is accepted. From these results indicate that job satisfaction has a significant effect on employee performance at PT Antarmitra Sembada, West Jakarta Logistics Division.

Keywords: Job Satisfaction and Employee Performance

1. Introduction

In this era of globalization, every company will definitely strive to maintain the survival of the company to achieve its goals. Every company must be able to anticipate any changes that arise. The anticipation is intended so that the company can achieve its goals without any disturbances and obstacles. To achieve these goals, the company must be able to print and realize reliable human resources, Indonesia. As of 2017, PT Antarmitra Sembada has recorded 27 branches spread across Indonesia. Of the six existing management elements, namely (Man) human, (Money) money, (Material) physical, (Machine) technology, (Method) method, (Market) market that human resources occupy the top position. The organization will not run well without the availability of good human

resources, even though the various factors needed are available, because humans are the driving force and determining the running of the organization. The good and bad of a product of goods and services, the human resource factor is something that must be considered, because humans are the workforce for companies, sometimes they are often neglected as a valuable asset. Companies consider labor (employees) as a burden that must be pressed to reduce costs in production.

This is in accordance with the opinion of Arianto (2013: 91), in which companies are required to maintain and develop the quality of human resources so that they can compete globally. In improving the quality of its human resources, a company can take various ways, such as increasing the sense of job satisfaction of its employees.

Table 1 *Achievement of Packing List targets and realization in semester 1 and 2 of 2015 - 2017*

Information	Year	Target (*Packing List*)	Realization
SEMESTER 1	2015	65.000	64.570
SEMESTER 2			63.872
SEMESTER 1	2016	66.000	63.850
SEMESTER 2			63.842
SEMESTER 1	2017	67.000	63.550
SEMESTER 2			63.543

Source: PT Antarmitra Sembada, Jakarta Logistics Division Company for the Period of March 2018

This condition shows that the target set by the company has not been achieved with a total of 65,000 Packing List / Semester for 2015, 66,000 Packing List / Semester for 2016 and 65,000 Packing List / Semester for 2017. Packing List is a detailed list of the items in the crate. The purpose of this packing list is to make it easier to find out the contents of the goods in the crate if at any time there is an inspection or distribution process. From the information above, the cause of not achieving company targets is due to employee dissatisfaction which can harm the company due to decreased company performance. So, leaders should understand what employees need and know what desires make employees satisfied and improve their performance, along with all the consequences, including what and how many bonuses they will receive and promising career paths if their work targets or goals are achieved.

The more employees who do not obey the rules and are absent during operating hours will make these employees lose their effective time at work, so that these employees do not have enough time to complete the tasks assigned by the company. Based on the background description above, the researcher is interested in discussing through research with the title "The Effect of Job Satisfaction on Employee Performance at PT Antarmitra Sembada, West Jakarta Logistics Division".

2. Literature Review

Job Satisfaction

According to Hasibuan (2014: 203) states that job satisfaction is a pleasant emotional attitude and loves his job. This attitude is reflected by work morale, discipline, and work performance. Job satisfaction is also a key driver of morale, discipline, and employee performance in supporting the realization of company goals. According to Wibowo (2013: 501), job satisfaction will affect the productivity that is expected by managers, therefore managers need to understand what must be done to increase employee job satisfaction. Siagian (2011: 295), argues that job satisfaction is a person's perspective, both positive and negative about their work. According to Rivai and Sagala (2011: 856),

it is stated that satisfaction is an evaluation that describes a person feeling happy or unsatisfied at work.

Employee Performance

According to Leon C. Megginson in Prabu Mangkunegara (2013: 69), employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to T. Hani Handoko in Danang Sunyoto (2013: 198), employee performance is a process through which organizations evaluate or assess employee performance. Both management and employees need feedback about their performance. According to Wibowo (2013: 44), employee performance is the responsibility of each individual to work, helps define work expectations, strives for a framework for supervisors and workers to communicate with each other.

Framework
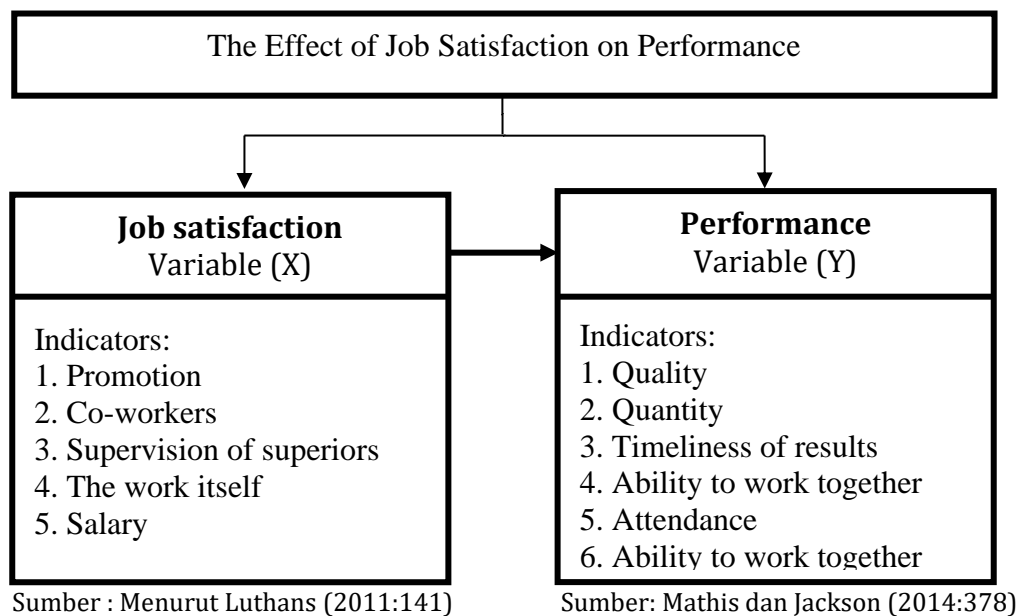
Figure 1. Research Framework

Hypothesis:
H1: Job Satisfaction has a positive and significant effect on employee performance

3. Methods

In this study the authors used a quantitative associative research type. According to Sugiyono (2011: 11) associative research is research that aims to determine the effect or also the relationship between two or more variables.

The population and sample in the research were all employees at PT Antarmitra Sembada, West Jakarta Logistics Division, totaling 60 people. In this study using Simple Linear Regression Test method, to test the effect of the independent variable on the dependent variable. Testing the data used in this study includes validity, reliability, simple linear regression analysis, t test to test and prove the research hypothesis, and the coefficient of determination.

4. Results and Discussion

Validity Test

Instrument (questionnaire) in this study a tool to collect data. According to Sugiyono (2015: 168). Validity is the result of a study that is said to be valid if there is a similarity between the data collected and the data that actually occurs on the object under study. Based on the results of data processing, here are the results of the validity test in this study.

Table 2 Validity Test

No. Statement	r count	r table	information
Summary of Variable Analysis (X)			
1	0,362	0.266	Valid
2	0,629	0.266	Valid
3	0,488	0.266	Valid
4	0,362	0.266	Valid
5	0,575	0.266	Valid
6	0,482	0.266	Valid
7	0,543	0.266	Valid
8	0,357	0.266	Valid
9	0,354	0.266	Valid
10	0,563	0.266	Valid

Based on the table 1 above, all the items of the Job Satisfaction variable are above the number 0.266 or (r count> r table), so all items are declared valid. For this reason, the questionnaire used is feasible to be processed as research data. Based on the results of data processing, here are the results of the validity test in this study.

Table 2 Results of the Calculation of Variable Item Validity (Y)

No. Statement	r count	r table	Information
Summary of Variable Analysis(Y)			
1	0,722	0.266	Valid
2	0,587	0.266	Valid
3	0,561	0.266	Valid
4	0,459	0.266	Valid
5	0,499	0.266	Valid
6	0,544	0.266	Valid
7	0,511	0.266	Valid
8	0,320	0.266	Valid
9	0,354	0.266	Valid

Summary of Variable Analysis(Y)			
No. Statement	r count	r table	Information
10	0,417	0.266	Valid

Based on the table 4.11 above, all items of the Performance variable statement are above the number 0.266 or (r count> r table), so all items are declared valid. For this reason, the questionnaire used is feasible to be processed as research data.

Reliability Test

Reliability test according to Sugiyono (2015: 169) is reliable with regard to the consistency of data. Reliability test is used to determine whether the instrument used is the data consistent with the implementation of measurements on the same subject, the results are relatively the same. The method used in this study to calculate the reliability of the instrument is by using the Cronbach Alpha method.

Table 3. Reliability Test

Variables	Alpha Cronbach	Validity
Job Satisfaction	0,672	Reliable
Employee Performance	0,713	Reliable

The basis for decision making in the reliability test according to Ghozali (2010: 42) is that the instrument can be said to be reliable or reliable if it has a coefficient of r_ca> 0.60 then all items of the variable statement of Job Satisfaction (X) and Job Performance (Y) can be said to be reliable.

Simple Linier Regression

To further determine the effect of Job Satisfaction (Variable X) and Employee Performance (Variable Y), it is stated by a simple linear regression formula.

$$Y = a + bx$$

The simple linear regression formula is as follows:
In this case, to determine a and b in the Linear Regression equation, it can be calculated by the following formula:

$$a = \frac{(\Sigma yi)(\Sigma xi^2) - (\Sigma xi)(xi.yi)}{n\,\Sigma xi^2 - (\Sigma xi)^2}$$

$$b = \frac{n\,(\Sigma xi.yi) - (\Sigma xi)(\Sigma yi)}{n\,\Sigma xi^2 - (\Sigma xi)^2}$$

Information :

N   = 60 ΣXi^2 = 103.066

ΣXi = 2.478 ΣYi^2 = 97.822

$\sum Yi \ = 2.414 \qquad \sum Xi.Yi = 100.023$

1) Calculating the constant (a):

$$a = \frac{(\Sigma yi)(\Sigma xi^2) - (\Sigma xi)(xi.yi)}{n\,\Sigma xi^2 - (\Sigma xi)^2}$$

$$a = \frac{(2.414)(103.066) - (2.478)(100.023)}{60\,(103.066) - (2.478)^2}$$

$$a = \frac{248.801.324 - 247.856.994}{6.183.960 - 6.140.484}$$

$$a = \frac{944.330}{43.476} = 21{,}7207$$

2) Calculating the Regression Coefficient (b)

$$b = \frac{n\,(\Sigma xi.yi) - (\Sigma xi)(\Sigma yi)}{n\,\Sigma xi^2 - (\Sigma xi)^2}$$

$$b = \frac{60(100.023) - (2.478)(2.414)}{60\,(103.066) - (2.478)^2}$$

$$b = \frac{6.001.380 - 5.981.892}{6.183.960 - 6.140.484}$$

$$b = \frac{19.488}{43.476} = 0{,}4482$$

$$\check{Y} = 21,7207 + 0,4482X$$

Thus it can be obtained the equation number based on the output coefficient $\check{Y} = 21.7207 + 0.4482X$ means that the change in Y is in the same direction as the change in X. So the value of Y will increase if X increases, and vice versa, the value of Y will decrease if X decreases. So it can be concluded that job satisfaction has a positive effect on the performance of employees of PT Antarmitra Sembada in the Logistics Division, meaning that if job satisfaction increases it will improve employee performance.PT Antarmitra Sembada Logistics Division, and vice versa. The regression coefficient X = 0.4882 means that if X increases by one unit Y increases by 0.4882 one unit

Partial Test

Furthermore, to find out whether the relationship between Job Satisfaction and Employee Performance of PT Antarmitra Sembada has meaning in improving employee performance, a correlation significance test is needed using the following test: Hypothesis: H0: The correlation coefficient is not significant Ha: The correlation coefficient is significant Condition: Accept H0, if tcount≤ ttable (Ha is rejected) Reject H0, if tcount> ttable (Ha accepted) The calculation formula is as follows: Known : r = 0.456 n = 60 rtabel = df = (n-2) = (60-2) = 58determine the effect of discipline (X1) and work motivation (X2), partially on the variable performance of employees of PT. Samsung Electronics Indonesia used the T test. From the analysis using the error rate (α) 10% and degrees of freedom (df) = n-k-1.

$$t_{hitung} = \frac{0,456\sqrt{60-2}}{\sqrt{1-(0,456)^2}}$$

$$t_{hitung} = \frac{0,456\sqrt{58}}{\sqrt{1-0,2079}}$$

$$t_{hitung} = \frac{0,456(7,616)}{\sqrt{1-0,2079}}$$

$$t_{hitung} = \frac{3,472}{\sqrt{0,7921}}$$

$$t_{hitung} = \frac{3,472}{0,7921}$$

$$t_{hitung} = 4,383$$

Based on the results of testing the formula above, tcount> ttable is 4.383> 2.00, which means that H0 is rejected and Ha is accepted, meaning that there is a significant influence between Job Satisfaction (X) on Employee Performance (Y).

Coefficient of Determination (R2)

Meanwhile, to find out the percentage of contribution between Job Satisfaction and Employee Performance of PT Antarmitra Sembada, the Logistics Division is measured by a coefficient of determination or a certain coefficient with the following formula:

KD (R Square) $= r^2$ x 100%
$\qquad\qquad\qquad$ $= (0,456)^2$ x 100%
$\qquad\qquad\qquad$ $= 0,2079$ x 100%
$\qquad\qquad\qquad$ $= 20,8$ %

Based on the results of the determination coefficient value obtained at 20.8%, this shows the contribution of the Job Satisfaction variable (X) has an effect on performance (Y) by 20.8% while the rest, namely 79.2 (100-20.8) is influenced by other factors that are not researched by the author.

Discussion

The results of statistical calculations, obtained the results of the correlation coefficient r value of 0.456 and based on the interpretation table the correlation coefficient is entered at intervals with a moderate level of influence, this indicates that there is a moderate relationship between variable X (job satisfaction) and variable Y (performance). The results of the simple linear regression test obtained by the equation $\check{Y} = 21.7207 + 0.4482X$ means that the change in Y is in the same direction as the change in X, so the value of Y will increase if X increases, otherwise the value of Y will decrease if X decreases. So it can be concluded that job satisfaction has a positive effect on employee performance at PT Antarmitrsa Sembada, West Jakarta Logistics Division, meaning that if job satisfaction increases, performance will increase, and vice versa. The regression coefficient X = 0.4882 means that if X increases by one unit Y increases by 0.4882 one unit, while the result of the

determination coefficient value is 20.8%, this shows that the contribution of the job satisfaction variable (X) affects performance (Y) by 20, 8%, while the rest is 79.2 (100-20.8) influenced by other factors not examined by the author and hypothesis testing tcount 4.383, while ttable 2.00 then Ho is rejected and Ha is accepted, thus, that there is a positive influence and significant between job satisfaction and performance of PT Antarmitra Sembada, West Jakarta Logistics Division.

5. Conclusion

1. Job satisfaction is still perceived as good. This is based on the results of the total score of the work satisfaction answer instrument (X) getting a total score of 2478 with a mean value of 41.3 and a mean suspension of 4.13, this value falls into the range of the score scale with a high category. (T = 3.40-4.19)

2. Employee performance is perceived as good. This is based on the results of the total score of the performance answer instrument (Y) getting a total score of 2414 with a mean value of 40.23 and a mean suspension of 4.023 this value falls into the scal range of scores with a high category. (T = 3.40-4.19)

3. There is a moderate and significant positive influence between job satisfaction on the performance of employees of PT Antarmitra Sembada, West Jakarta Logistics Division, this is evidenced by the results of simple linear regression that have been found are $\check{Y} = 21, 7207 + 0.4482X$. The rxy correlation test result of 0.456 is included in the Interpretation of Correlation Efficiency analysis with a moderate level of relationship. In the hypothetical test, the value of tcount is 4.383> ttable 2.00, so Ho is rejected and H1 is accepted, meaning that there is a positive and significant influence between job satisfaction on the performance of PT Antarmitra Sembada, West Jakarta Logistics Division.

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